

SEPTEMBER 2010

ACCESSIBILITY PLAN



Braille



Emil Kolb,
Regional Chair



When reflecting on the advancement of accessibility in Peel in 2009, I am delighted to report that as a community, we have made significant strides in raising awareness and improving accessibility for residents, customers and employees who live, work and play in our region.

Peel's population is as diverse as the programs that serve it - and it is our partnerships with other levels of government, like-minded organizations, and most importantly, the residents of Peel, that have helped us ensure that everyone has equal access to programs, services and facilities.

One of my most cherished moments was presenting the Region of Peel's 2009 Accessibility Award to the Honourable David C. Onley, Lieutenant Governor of Ontario at the Region's sixth International Day of Persons with Disabilities, for his enormous contribution to accessibility in Ontario.

As Peel residents themselves, the Accessibility Advisory Committee has demonstrated their unique understanding of the needs of Peel's population, and successfully guided the Region's accessibility related decisions throughout their 2006 – 2010 term. I thank each and every member for providing leadership, as well as their individual and collective insight and expertise, which has helped create a receptive and inclusive community for all.

A handwritten signature in black ink that reads "Emil Kolb." The signature is written in a cursive style with a large, sweeping 'E' and a trailing flourish.

William Goursky,
AAC Chair



It is with immense pride that I look back on our accomplishments. As the 2006 – 2010 Accessibility Advisory Committee (AAC) term comes to an end, it is appropriate to acknowledge our great efforts and successful progress that has helped to identify and remove existing barriers.

One of this term's major accomplishments was Peel Regional Council's approval of Universal Accessibility Standards for new affordable housing projects. These standards are helping to ensure that anyone, regardless of ability or age, will be able to live in their home without barriers. As part of our long-term accessibility planning, the AAC also provided input into the development of the Region's Diversity Strategy, Communication Strategy, Aging Study and Active Transportation Study.

I thank members of the AAC and Regional staff for their continued passion for positive change and their dedication to accessibility initiatives. I am confident that the incoming AAC members will continue to apply the principles of inclusivity and integration in their 2011 – 2014 term.

I look forward to seeing the advances in accessibility in the coming years that will help Peel remain a leader in accessibility and ensure our community remains inclusive for all.

A handwritten signature in black ink, appearing to read 'W. Goursky', written in a cursive style.

2010

Accessibility Advisory Committee



William Goursky
Committee Chair



Naz Husain
Vice-Chair



Emil Kolb
Regional Chair



Harvinder Bajwa



Glenn Barnes



Councillor
Sandra Hames



Jim Hardman



Councillor
Sue McFadden



Councillor
Richard Paterak



Jan Spry



Maureen Tymkow



The Regional Municipality of Peel Accessibility Plan – September 2010

2010 Accessibility Plan

Introduction

This is the eighth Region of Peel **Accessibility Plan**. The annual Plan endorsed by Peel Regional Council and the Region of Peel Accessibility Advisory Committee (AAC) will be submitted to the Province of Ontario in accordance with annual municipal reporting requirements set out in the *Ontarians with Disabilities Act, 2001 (ODA)*.

The Region of Peel Accessibility Planning Program is responsible for compiling the data from all of the departments and programs that forms the basis of the Plan.

The 2010 Accessibility Plan provides an update on the status of corporate accessibility projects identified in Appendix I. Appendix II, labelled Summary of Accessibility Accomplishments, is a compilation of accessibility accomplishments submitted by Regional departments for the period of July 2009 – June 2010. Appendix III highlights details of key Regional initiatives, which demonstrate how regional, programs, services, and facilities are improving accessibility for Peel residents by applying principles of inclusivity and integration. Appendix IV outlines the *Accessibility for Ontarians with Disabilities Act (AODA) Standards* and the current status of compliance efforts by the Region. Appendix V provides a Glossary of Terms used in the *2010 Plan*. At the conclusion of the Plan is a Comment Form, which provides customers and residents an opportunity to provide feedback. The Region will incorporate any feedback received to help improve the accessibility of Peel's services as well as the readability of future Accessibility Plans.

Throughout the year, the Accessibility Planning Program has been actively coordinating and supporting various activities of the Regional Accessibility Advisory Committee. It continues to engage



The Regional Municipality of Peel Accessibility Plan – September 2010

2010 Accessibility Plan

departmental staff and members of the AAC in preparation for the annual Accessibility Plans. The Program continues to work as a catalyst to raise awareness of accessibility legislation and standards internally and externally through information sharing. In May 2010, internationally renowned speaker David Shannon celebrated National Access Awareness Week with Regional staff as the event's keynote speaker. In his remarks to staff he shared his perspectives on Dignity, Human Rights, Duty to Accommodate and the newly adopted United Nation's Convention on the Rights of Persons with Disabilities (CRPD). On March 11, 2010, Canada became the 85th government that has ratified the convention.

On Dec. 2, 2009 the Region of Peel hosted its sixth annual International Day of Persons with Disabilities (IDPD) conference with insightful speakers, annual accessibility awards presentations, vendor displays and engaging round-table discussions to help promote accessibility in Peel. Over 250 Peel residents, accessibility advocates, special dignitaries and Regional staff attended the full-day conference, which celebrated *Positive Images of Disabilities*. The 2009 IDPD was hosted by the Region's Accessibility Planning Program and Region of Peel Accessibility Advisory Committee. The event featured remarks from Madeleine Meilleur, Minister of Community and Social Services; Michelle Amerie, well-known writer and artist; and Jeff Preston, Member, Accessibility Standards Advisory Council of Ontario and motivational speaker. In a special presentation, the Region's 2009 Accessibility Award was presented to the Honourable David C. Onley, Lieutenant Governor of Ontario, for his leadership role and efforts in making Ontario accessible for everyone. The AAC presented Accessibility Awards to Regional staff whose efforts improved accessibility of Regional programs, services and facilities. Karlene Nation, CTV Diversity Reporter, was the Master of Ceremonies and the Regional Chair and the Region's Chief Administrative Officer also provided remarks.

The Regional Municipality of Peel Accessibility Plan – September 2010

2010 Accessibility Plan



Honourable David C. Onley, Lieutenant Governor of Ontario, is awarded the 2009 Region of Peel Accessibility Award from Emil Kolb, Regional Chair

Throughout the year, members of the AAC and Accessibility Planning Program staff continued to promote accessibility by auditing regional facilities, making presentations to departments and stakeholder groups, attending conferences and disseminating audience specific accessibility information at various resource fairs and community events. A series of information articles and stories were developed for the Peel community. These articles were published in several Regional councillor newsletters, local newspapers and posted online to highlight accessibility standards, accessible customer service training and disability resources and to educate all Regional employees and residents.



The Regional Municipality of Peel Accessibility Plan – September 2010

2010 Accessibility Plan


Accessibility continues to be an important Regional objective and remains a major focus for the organization as our community continues to grow. The number of persons living with disabilities in Peel is expected to increase from 19 per cent at current to 33 per cent by 2031, mainly because of Peel's aging population.

Recognizing and eliminating barriers that exist within the Region of Peel is a key priority as we strongly believe that our customers with disabilities are entitled to receive accessible customer service equitable to those without disabilities. To fulfill our Regional values and requirements of the Accessible Customer Service Standards, a project team led by the Corporate Services Department and the Accessibility Planning Program worked diligently on implementing the Region of Peel Accessible Customer Service Policy. 4,599 employees completed the mandatory Accessible Customer Service training. Region of Peel Accessibility Program staff worked cooperatively with key departmental and program staff to monitor the training initiative to ensure compliance with Regulation 429/07. On March 31, 2010 the Region of Peel submitted the training compliance report to the Minister of Community and Social Services. Further details of this initiative are available in Appendix III of the Plan. The project team also won Honourable Mention in the "Innovation Award for Creative Solutions" category of the Region of Peel's Together We're Better Awards.

Our eighth **Accessibility Plan** represents the ongoing process of ensuring programs and services provided by the Region of Peel become more accessible for individuals with disabilities. As an organization strongly committed to integrated processes, the Region of Peel will continue its efforts to identify and remove existing barriers while laying the foundation for the prevention of future barriers.

The Regional Municipality of Peel Accessibility Plan – September 2010

2010 Accessibility Plan



David Shannon,
BA LL.B LL.M

For the past 25 years, David Shannon has committed himself to policy development and legal advocacy for the protection of human rights and community integration for persons with disabilities, working with governments, social agencies and the United Nations. As a person with quadriplegia, he offers a personal, legal and academic perspective on the issues of equality and dignity for all human beings.

Based in Thunder Bay, David's work as a lawyer and a human rights activist includes his 1997 cross-Canada tour by wheelchair to promote empowerment for disenfranchised communities and greater social inclusion for all Canadians. David has many personal accomplishments that include having reached the North Pole, adaptive scuba diving, bungee jumping, a world record skydive and a planned expedition to the South Pole in 2010.

David Shannon is the author of the *Six Degrees of Dignity: Disability in an Age of Freedom*. Within the book, David examines the issues of equality and dignity, identifying the barriers still present in society today, and citing the factors needed to reverse the process of exclusion.

National Access Awareness Week
May 30 – June 5

Making Way
For Ontarians with Disabilities

Region of Peel
Working for you

Region of Peel Accessibility Planning Program Overview

TABLE OF CONTENTS

A. *Background*

A.1 Preparing the Accessibility Plan	4
A.2 Key Contacts	5-6
A.3 Additional Information	7

B. *Description of Current Services*

B.1 Program Location	7
B.2 Profile of Current Services	7-8
B.3 Description of Clients/Customers.....	8-9
B.4 Description of Suppliers, Partners and Stakeholders	9
B.5 Overall Organization Structure and Staffing	10
B.6 Corporate Projects	10

C. *Trends and Issues*

C.1 Emerging Trends.....	11-12
C.2 Key Strategic Issues	13

TABLE OF CONTENTS (Continued)

D. *Mandate, Objectives and Actions*

D.1	Mandate and Objectives	14
D.2	Objectives and Actions.....	15
D.3	Strategic Plan Connection.....	16
D.4	Service Principles	16

Appendices

Appendix I Corporate Projects

Appendix II Summary of Accessibility Accomplishments July 2009 – June 2010

Appendix III Highlights of Selected Accessibility Initiatives

- . Accessible Customer Service Standards Project**
- . Accessible Transportation Service Update**
- . Implementation of the AAC Communication Strategy**
- . Peel Children's Water Festival - Accessibility Update**
- . National Access Awareness Week - 2010**
- . Region of Peel International Day of Persons with Disabilities Event**
- . Inclusive Design - Chapelview Project**
- . Executive Office - Diversity and Disability Initiative**

Appendix IV Emerging Trends

Appendix V Accessibility Standards (AODA)

Appendix VI Glossary of Terms

A. Background

A.1 Preparing the Accessibility Plan

This Plan was prepared by the Region of Peel Accessibility Planning Program through consultation with the Region of Peel Accessibility Advisory Committee (AAC), the Chief Financial Officer and Commissioner of Corporate Services, the Regional Clerk and key departmental staff.

Under section 11 of the *Ontarians with Disabilities Act, 2001* (ODA), all municipalities have a legal obligation to prepare accessibility plans. Section 12 of the ODA specifies that municipalities must consult with people with disabilities in preparing accessibility plans.

In preparing accessibility plans, municipalities need to consider the following*:

- Plans must address a broad range of disability issues, taking into account the full range of disabilities defined under the ODA and the Ontario Human Rights Code.
- Plans must examine all aspects of municipal operations, including by-laws, practices, facilities, programs and services.
- Municipalities must take into consideration their role as service providers and employers.
- Plans must identify steps to be taken over time to remove identified barriers and prevent any new barriers.
- It is important that municipalities consider incorporating accessibility planning into their business planning cycle to ensure a thoughtful, effective, efficient process with meaningful outcomes.
- All municipalities must make their accessibility plans available to the public.

*Information obtained from the Ministry of Community and Social Services website.

A.2 Key Contacts

Region of Peel Accessibility Advisory Committee (AAC)

Current Membership

William Goursky (Chair, Community Member)
Naz Husain (Vice-Chair, Community Member)
Harvinder Bajwa (Community Member)
Glenn Barnes (Community Member)
Sandra Hames (City Councillor, Brampton)
Emil Kolb (Regional Chair)
Sue McFadden (Regional Councillor, Mississauga)
Richard Paterak (Regional Councillor, Caledon)
Jan Spry (Community Member)
Maureen Tymkow (Community Member)

Accessibility Planning Steering Committee

Sponsor

Norma Trim (Chief Financial Officer and Commissioner of Corporate Services)

Membership

Carol Reid (Regional Clerk and Director, Clerk's division)
Jeff Payne (Manager, Regulatory Compliance)
Meenu Sikand (Accessibility Planning Specialist, Corporate Services)
Linda Instance (Administrator, Peel Manor)
Sherona Chirkut Hollman (Program Analyst, Ontario Works)
Sharon Navarro (Program Analyst, Ontario Works)

Committee Contact Information

Region of Peel Accessibility Advisory Committee (AAC)
aac@peelregion.ca

Regional Accessibility Planning Program Staff

Norma Trim, Chief Financial Officer and Commissioner of Corporate Services

905-791-7800, ext. 4258

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Meenu Sikand, Accessibility Planning Specialist

Accessibility Planning Program

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Accessibility Planning Project Management

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Municipal Contact Information

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905-791-7800

www.peelregion.ca

A.3 Additional Information

This 2010 Accessibility Plan is the eighth Region of Peel Accessibility Plan as per the municipal requirements under the *Ontarians with Disabilities Act, 2001 (ODA)*. Section 11 of the *ODA* requires that each year the Region prepare and publish an Accessibility Plan and seek the advice of the AAC in doing so.

On June 13, 2005, the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* was enacted. The *AODA* requires the development of accessibility standards with the goal of an accessible Ontario by 2025. The legal obligations under the *ODA* remain in force until the *Act* is repealed. Please refer to Appendix V of this Plan to obtain further details about *AODA* Accessibility Standards.

Similar to the Plans of previous years, the eighth Accessibility Plan, as approved by Regional Council, is available in alternate formats when requested and will be posted on the Region of Peel's website www.peelregion.ca.

B. Description of Current Services

B.1 Program Location

Accessibility Planning Program staff are located at Region of Peel Administrative Headquarters, 10 Peel Centre Dr., Suite A, Brampton, Ontario, L6T 4B9.

B.2 Profile of Current Services

Program Support & Coordination

The Program coordinates implementation and development of the

annual Accessibility Plan as well as providing support to the AAC, and all Regional departments in assessing and ensuring that services, programs, projects, and policy initiatives address the accessibility needs of citizens, customers, and employees with disabilities.

Supported by the Accessibility Planning Specialist, the Regional Accessibility Planning process is aligned with departmental processes, and may establish project teams comprised of departmental representatives, AAC members and outside resources, in working toward the goals of:

- developing Regional annual Accessibility Plan(s) for approval by Council;
- engaging and consulting with the members of the AAC;
- assisting the Executive Management Team, Accessibility Steering Committee and Council in prioritizing accessibility barriers for elimination with proposals for actions; and,
- networking and partnering with other municipalities, the Government of Ontario and external organizations.

B.3 Description of Clients/Customers

Customers and Clients of Regional Programs and Services

All individuals who access and use the services, programs and information offered and delivered by the Region of Peel.

Regional Departments

The business units that deliver various Regional programs and services.

Regional Employees

All Regional employees who deliver programs and services to Peel residents.

Prospective Employees

All individuals who wish to seek employment at the Region of Peel.

Prospective Customers and Clients of Regional Programs and Services

All individuals who may require access to services, programs and information offered and delivered by the Region of Peel.

B.4 Description of Suppliers, Partners and Stakeholders

Suppliers

- Disability Education Trainers: Coalition for Persons with Disabilities Peel/Halton/Dufferin, Learning Disabilities Association of Peel Region; and Canadian Hearing Society;
- Translation and Sign Language Interpretation service providers.

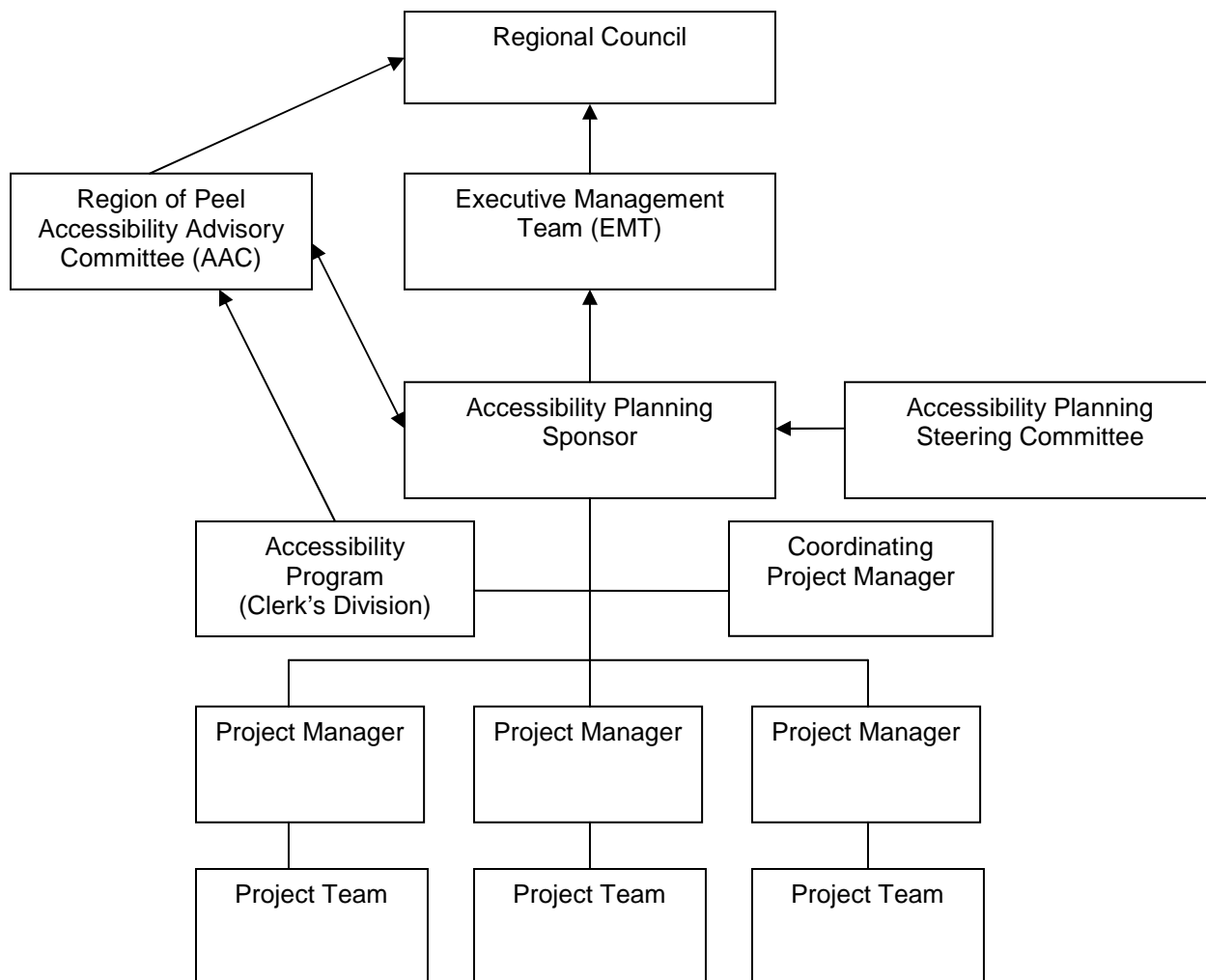
Partners

- Regional departments;
- Professional Associations: Association of Municipal Clerks and Treasurers of Ontario (AMCTO) and Association of Municipalities of Ontario (AMO);
- Accessibility Directorate of Ontario;
- External collaborative accessibility networks: Ontario Network of Accessibility Professionals (ONAP), Peel Partners in Accessibility and Coalition of Accessibility Advisory Committees;
- City of Brampton Accessibility Advisory Committee;
- City of Mississauga Accessibility Advisory Committee; and
- The Town of Caledon Accessibility Advisory Committee.

Stakeholders

- Ministry of Community and Social Services;
- Region of Peel Accessibility Advisory Committee (AAC) to advise the Region of Peel on accessibility issues and to address the legislative requirements under *AODA*, *ODA* and subsequent regulations.

B.5 Organizational Structure for Accessibility Planning Process



B.6 Corporate Projects

Please refer to Appendix I, Corporate Projects.

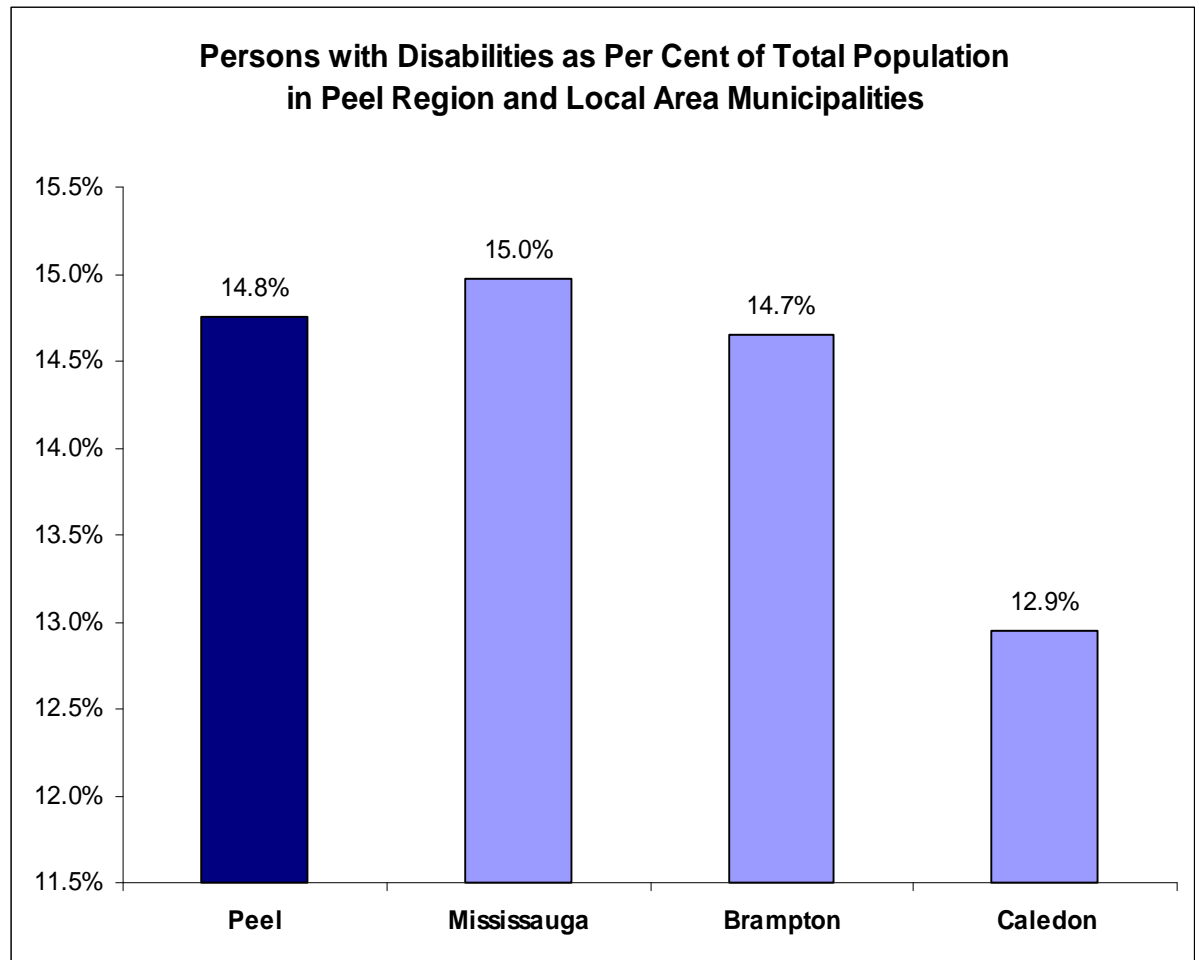
C. Trends and Issues

C.1 Emerging Trends:

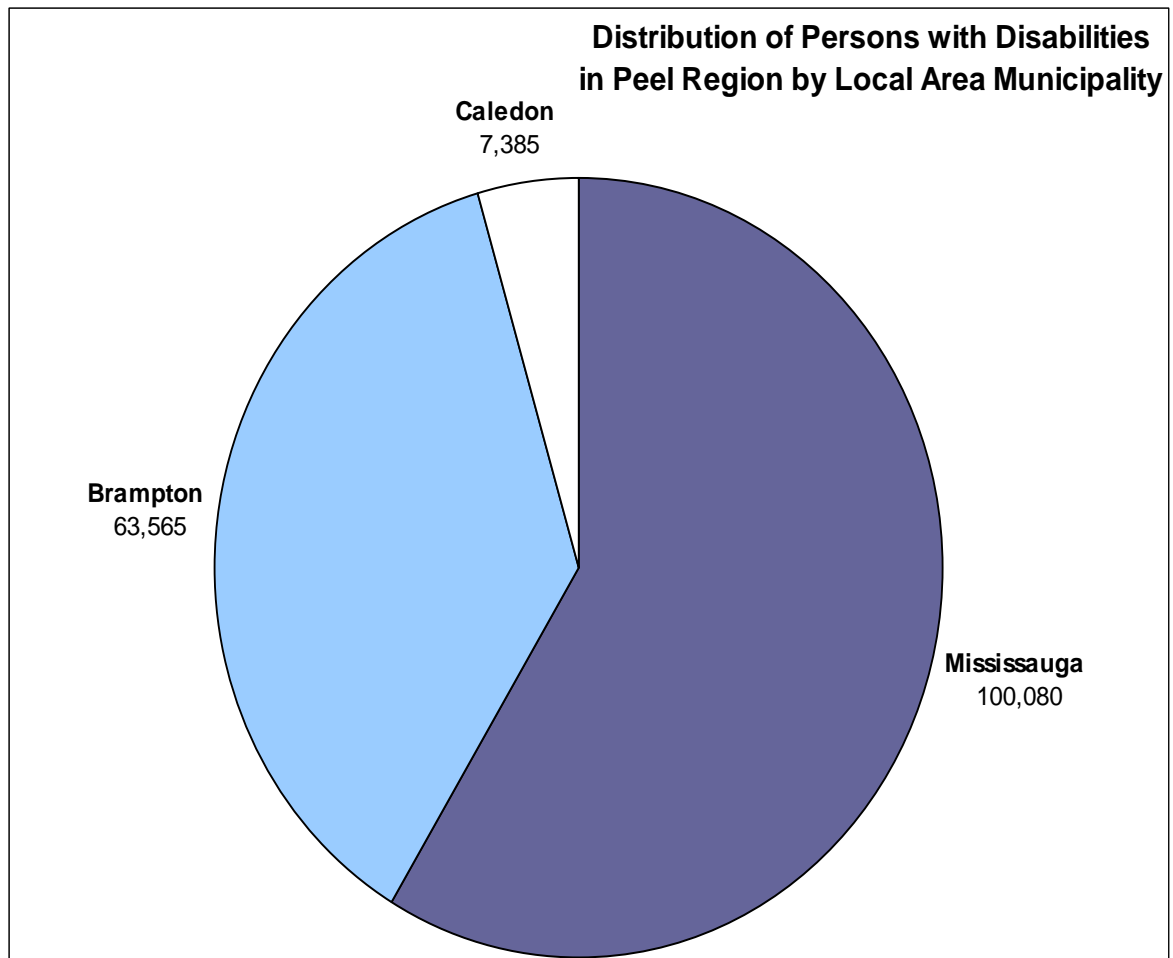
- Approximately 4.4 million people living in **Canada** have reported having a disability. This number represents 14.3 per cent of the total population of Canada having either a visible or non-visible disability.
- Approximately 1.85 million people living in **Ontario** have reported having a disability. This number represents 15.5 per cent of the total population of Ontario having either a visible or non-visible disability.
- Approximately 171,030 people living in **Peel** have reported having a disability. This number represents 14.8 per cent of the total population of Peel Region having either a visible or non-visible disability.

Following is the further breakdown of disability population residing within the three municipalities of Peel. According to 2006 statistics:

- 100,080 persons with disabilities currently reside in the City of Mississauga. This number represents 15.0 per cent of the total population of the City of Mississauga having either a visible or non-visible disability.
- 63,565 persons with disabilities currently reside in the City of Brampton. This number represents 14.7 per cent of the total population of the City of Brampton having either a visible or non-visible disability.
- 7,365 persons with disabilities currently reside in the Town of Caledon. This number represents 12.9 per cent of the total population of the Town of Caledon having either a visible or non-visible disability.



Source: Statistics Canada, Participation and Activity Limitation Survey, 2006; Region of Peel Environment, Transportation and Planning Services, Peel Data Center.



Source: Statistics Canada, Participation and Activity Limitation Survey, 2006;
Region of Peel Environment, Transportation and Planning Services, Peel Data
Center.

Please refer to Appendix IV for more illustrations of emerging trends in
Peel.

C.2 Key Strategic Issues:

- Compliance with existing and new legislation (ODA, AODA, Planning Act, Ontario Human Rights Code (OHRC), Ontario Building Code (OBC), United Nation's International Convention on Rights of Persons With Disabilities (CRPD).
- Ontario Regulation 429/07, Accessibility Standards for Customer Service (the "Regulation").
- Growing expectations for municipal governments to immediately respond to the accessibility needs of its customers, clients, citizens and employees.
- Planning for Peel's rapidly growing population and aging citizens.
- Establishing an effective accessibility planning program infrastructure within the Region, including development of efficient and effective processes.
- Building and maintaining momentum among staff and the AAC for addressing AODA standards and to bring a sustainable and meaningful change in organizational culture through awareness, training and education.
- Creating collaborative internal and external partnerships to identify and address current and emerging accessibility issues.
- Level of awareness and understanding of: different types of disabilities; the identification, removal and prevention of barriers; and the ODA and AODA requirements among staff, Regional Council and the public.

D. *Mandate, Objectives and Actions*

D.1 Mandate and Objectives

Mandate:

The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

Objectives:

1. To build the capacity of all staff to be aware of, and sensitive to, accessibility issues and barriers, and to support efforts to improve accessibility;
2. To develop and strengthen organizational processes that will support accessibility;
3. To review and develop policies to ensure prevention and removal of accessibility barriers;
4. To build public awareness and advocate for accessibility of programs and services.

D.2 Objectives and Actions

1. To build the capacity of all staff to be aware of, and sensitive to, accessibility issues and barriers, and to support efforts to improve accessibility.
 - 1.1 Build an effective training and development program for staff.
 - 1.2 Build an effective internal communication strategy that promotes accessibility.
2. To develop and strengthen organizational processes that will support accessibility.
 - 2.1 Ensure processes are in place to consult effectively with the AAC.
 - 2.2 Improve processes for identification and reporting of barriers and accessibility issues.
 - 2.3 Integrate accessibility into key planning documents.
3. To review and develop policies to ensure prevention and removal of accessibility barriers.
 - 3.1 Integrate accessibility into procurement policy.
 - 3.2 Develop and implement accessibility standards.
4. To build public awareness and advocate for the accessibility of programs and services.
 - 4.1 Create opportunities for public engagement.
 - 4.2 Establish strong partnerships with other governments and non-governmental organizations.

Refer to Appendix I to see the list of projects supporting the above stated Objectives and Actions.

D.3 Strategic Plan Connection

The objectives and actions in this Accessibility Plan are consistent with, and support, the following goals in the Region's Strategic Plan V:

Goal 1: Deliver citizen-focused services

Goal 3: Provide human services that meet current and changing needs

Goal 5: Be a citizen-focused Regional government

D.4 Service Principles

The Regional Values function as Accessibility Planning Program service principles.

1. Supportive and Respectful Environment

We work in an environment that is positive, healthy, caring and free from discrimination. We respect diversity and treat one another in ways that are fair, courteous and compassionate, recognizing everyone's contributions.

2. Teamwork

We practise teamwork, cooperation and collaboration, and reinforce these with a strong vision and positive leadership.

3. Effective Communication

We practise open, two-way communication in a clear and honest manner.

4. Integrity

We are ethical, professional and trustworthy in our work.

5. Quality Service

We provide services that are accountable, accessible, responsive, efficient and effective. We seek new and innovative ideas for improvement in policies, practices and services.

APPENDIX I

In a special presentation at the International Day of Persons with Disabilities event, the Region's 2009 Accessibility Award was presented to the Honourable **David C. Onley**, Lieutenant Governor of Ontario.



"I choose not to place "DIS" in my ability."

Robert M. Hensel, Guinness World Record Holder



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

Appendix I
2010 Accessibility Plan

1. Accessible Transportation: Family of Services Project:

This project includes the development and implementation of a “family of services” model to deliver accessible transportation services to Peel, including:

- Partnership with Brampton and Mississauga Transit to maximize use of the accessibility features of the conventional transit fleets
- Continued TransHelp focus on people with physical disabilities and mobility impairments
- Creation of new accessible transportation programs to meet the needs of people with all types of disabilities

Status and Accomplishments:

The former Accessible Transportation Coordination Office has officially merged with TransHelp to create the Accessible Transportation section of the Transportation Division of the Public Works Department. The merger has allowed the two groups to combine resources and create synergies to improve the delivery of accessible transportation services in the Region of Peel. The newly formed group’s mandate is to establish a family of services framework that deliver client-focused services to individuals living with different types of disabilities in the Region of Peel.

In the last year, the section has launched a number of pilot programs including the Passenger Assistance Program, Taxi Scrip, Community Bus and Conventional Transit Access Initiative.



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

Appendix I
2010 Accessibility Plan

Time Frame: A pilot program is already in progress and being assessed and evaluated.

Priority: High

Project Sponsor: Public Works

Standards: Transportation and Customer Service



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

Appendix I
2010 Accessibility Plan

2. Accessibility Education Project

Develop and implement an effective learning program for staff about accessibility to raise awareness and sensitivity to accessibility issues, knowledge of accessibility policies and best practices. Training program is designed to build the capacity of staff in regards to disability and accessibility. It would incorporate key messages of Accessibility and Diversity as determined by the annual Accessibility Plan and Regional Diversity Strategy. Learning and Development is working on Customer Service Training and they have consulted with the Accessibility Program.

Status and Accomplishments:

Incorporated accessibility related information into current learning programs and Regional events, where appropriate, including staff orientation. This training plan will be developed to coincide with the AODA Compliance Projects (refer to Project #7).

Time Frame: Accessible Customer Service Training (ACST) for Regional employees was completed in December 2010. Since then, other training initiatives remain ongoing, including orientation training for all new hires and summer students positions provided by ACST.

Priority: High

Project Sponsor: Employee and Business Services

Standards: Customer Service and Information and Communication



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

Appendix I
2010 Accessibility Plan

3. Accessibility Advisory Committee (AAC) Consultation Process for Buildings, Structures or Premises

Develop and implement a process to seek advice from the AAC regarding the accessibility of Regional buildings, structure or premises

- a) that the Region purchases, constructs or significantly renovates;
- b) for which the Region enters into a new lease; or
- c) that a person provides as municipal capital facilities under an agreement.

The process must permit compliance with subsection 12(4) of the ODA including the process for seeking advice, incorporating the advice and resolving competing priorities. The project will also consider the use of standards for accessibility, and which standards should apply.

Status and Accomplishments of 4(a) and (c):

- Review current timing for project planning process for budget and scope
- Review list of upcoming projects and status
- Consult with Facilities Construction and Real Estate and Leasing
- Review land acquisition and leasing policies
- Review process with AAC for input
- Confirm applicability of standards
- Develop process to resolve conflicting/competing priorities

Time Frame: Phase I-Review of project planning and consultation with stakeholders and leasing (2009). Phase II-Proposal to AAC (2010). Phase III - Implementation (2011).



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

Appendix I
2010 Accessibility Plan

(continued)

Accessibility Advisory Committee (AAC) Consultation Process for Buildings, Structures and Premises Status and Accomplishments of 4(b):

- Review Lease Acquisition Corporate Policy
- Develop Lease Acquisition Protocol

Time Frame: In progress

Priority: Medium

Project Sponsor: Employee and Business Services

Standards: Built Environment



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

Appendix I
2010 Accessibility Plan

4. Accessibility Policy Project

Establish and communicate a Corporate Accessibility Policy. This policy will:

- Articulate the goals and objectives of the Region in relation to improving accessibility for persons with disabilities.
- Describe the types of disabilities and barriers that can occur in relation to participation in Regional government, the delivery of Regional programs and services, and employees' ability to carry out their work.
- Identify processes, procedures and training tools to assist the Region to reduce or prevent barriers.
- Establish appropriate accountability at all levels of the organization for promoting and implementing the policy.

Status and Accomplishments: Completed

Phase one of the project has been completed. The Region has adopted a Corporate Accessibility Policy G00-18. Accessibility training plan including delivery of training via e-learning, in class sessions, booklets and "Train the Trainers" method have been developed and are currently being deployed. An HRMS PeopleSoft report was also prepared to support reporting compliance. The compliance report was submitted to the ministry on March 31, 2010. This project coincides with the Accessibility Standards for Customer Service Project and will be reposted under project #8.

Time Frame: Completed

Priority: High

Project Sponsor: Corporate Services

Standards: Accessible Customer Service or Regulation 429/07



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

Appendix I
2010 Accessibility Plan

5. Barrier Identification and Reporting Process

Review and revise the Barrier Identification and Tracking process and functionality, including:

- identification of appropriate staff roles and responsibilities within departments;
- improvements to the effectiveness of the process to identify barriers that affect employees, citizens, clients and customers during their interactions with the Region of Peel, and;
- improvements to the reporting and analysis of data obtained through the process.
- Establish working group to identify barriers according to AODA standards.

Status and Accomplishments: Project has started. A number of activities to support this project have begun, such as establishing a working group to implement AODA standards being proposed. Currently the Accessibility Program had implemented web based barrier identification feedback mechanisms for the general public. All feedback is reviewed and communicated to the appropriate department or program for response. This address compliance requirement under Regulation 429/07. The outstanding part of this project is the development of a tool to categorize and prioritize identified barriers.

Time Frame: In progress

Priority: Medium

Project Sponsor: Corporate Services

Standards: AODA Standards



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

Appendix I
2010 Accessibility Plan

6. Accessibility Integration Project

As a part of the Corporate Planning Process Improvement project, establish policies, processes and accountability for integrating accessibility projects and barrier reduction into key planning processes such as the Strategic Plan, the Official Plan, corporate planning processes, technology plans and Budget.

Status and Accomplishments:

This project was not officially launched or resourced nor identified as a priority for our area. A new approach to planning, the Integrated Planning Framework (IPF) is being launched and would be phased in over the next several years and will replace the previous departmentally based Strategic Business Planning Process. With the launch of IPF, the Region is moving away from creating Service Strategy Business Plans for each department and is seeking to implement Program master plans that are not departmental specific. Accessibility Planning will be a key input into the Regional Strategic Plan in the new term of Council.

Time Frame: TBD

Priority: Medium

Project Sponsor: Executive Office

Standards: Accessible Customer Service, Information & Communication, Built Environment and Employment



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

Appendix I
2010 Accessibility Plan

7. Print and Internet Communication Standards Project

Develop and implement accessibility standards and guidelines for internal and external regional publications, intranet and internet sites.

Status and Accomplishments: Project now has been merged with the AODA Information and Communications Standard implementation through project #8 AODA Compliance Project.

Time Frame: Closed

Priority: Medium

Project Sponsor: Employee and Business Services

Standards: Information & Communication



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

Appendix I
2010 Accessibility Plan

8. AODA Compliance Projects

AODA compliance project is a collection of five projects affecting all Regional Departments. The five Accessibility Standards will be enacted through regulations under the *Accessibility for Ontarians with Disabilities Act (AODA)*. As each standard comes into force, the AODA compliance project will coordinate interdepartmental initiatives to manage the compliance requirements efficiently. A coordinating role and mandate should also be established to utilize common approaches, shared lessons learned and track progress.

Status and Accomplishments:

- Project governance structure has been established.
- First AODA Compliance project, Accessibility Standards for Customer Service is currently in progress with a targeted completion date of January 1, 2010.
- Identification of divisional project managers for other compliance project is in progress.

Time Frame: It will coincide with AODA Regulations as they are proclaimed to ensure compliance.

Priority: High

Project Sponsor: Corporate Services. Each divisional project will assign respective project sponsors.

Standards: Accessible Customer Service, Transportation, Information and Communication, Employment, Built Environment.

APPENDIX II

Community Members, Members of the Accessibility Advisory Committee and Region of Peel Staff.



“Kindness is the language which the deaf can hear and the blind can see.”

Mark Twain



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

The Four Objectives Supported by the Departmental Accessibility Accomplishments are:

- 1. To build the capacity of all staff to be aware of, and sensitive to, accessibility issues and barriers, and to support efforts to improve accessibility;**
- 2. To develop and strengthen organizational processes that will support accessibility;**
- 3. To review and develop policies to ensure prevention and removal of accessibility barriers;**
- 4. To build public awareness and advocate for accessibility of programs and services.**



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

Index

- 1.0 Corporate Services
- 2.0 Employee and Business Services
- 3.0 Public Works
- 4.0 Health Services
- 5.0 Human Services
- 6.0 Executive Office

1.0 Corporate Services

1.01	<p>Activity: A checklist to include guidelines to prepare presentations in accessible formats was created. Its purpose was to ensure presentations received for AAC meetings accommodated their needs.</p> <p>Barrier Addressed*: Information and Communication, Customer service.</p> <p>Result Achieved: Access to Council and Committee documents.</p> <p>Department: Corporate Services</p> <p>Standards: Customer Service, Information & Communication</p>
1.02	<p>Activity: May 31 – June 6 was proclaimed National Access Awareness Week (NAAW) by Regional Council. Region of Peel Accessibility Advisory Committee (AAC) and the Accessibility Planning Program (APP) invited a guest speaker, Mr. David Shannon, to mark the Region of Peel's NAAW celebration and to share his perspectives around areas of Dignity for Everyone, Human Rights, Duty to Accommodate and newly adopted United Nation's Convention on the Rights of Persons with Disabilities (CRPD). Over 100 employees, members of the AAC and the Executive Management Team participated in the event, which was also broadcast via intranet.</p> <p>Barrier Addressed*: Attitudinal, Informational, Policy/Practices</p> <p>Result Achieved: Staff received disability education.</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Department: Corporate Services</p> <p>Standards: Customer Service</p>
1.03	<p>Activity: AAC and APP staff collaborated to set up information and display booths at various internal and external events to disseminate accessibility information to community and staff.</p> <p>Barrier Addressed*: Attitudinal</p> <p>Result Achieved: Participants of the following events received information from AAC about accessibility initiatives taking place within Peel</p> <ul style="list-style-type: none"> ○ Connections 2010 ○ Peel Children's Water Festival, Family Fun Day ○ Region of Peel National Access Awareness Week ○ City of Mississauga National Access Awareness Week <p>Department: Corporate Services</p> <p>Standards: Information and Communication, Customer Service</p>
1.04	<p>Activity: Celebrated 2009 International Day of Persons with Disabilities (IDPD) where over 250 participants from the community at large and Regional employees received information about accessible Regional services and programs. Thirteen vendor displays were also organized to disseminate disability specific information such as accessible housing, adaptive technology, disability services and programs offered by Regional departments and external providers in Peel. Many leaders from the community and government shared their inspiring stories with the participant. The day was concluded with a round table discussion to engage all stakeholders in planning for accessibility in Peel.</p> <p>Barrier Addressed*: Information, Attitudinal, Transportation</p> <p>Result Achieved: Shared accessibility information and resources with community and staff to assist customers with disabilities by making Regional services more inclusive. Promoted positive work images of people with disabilities and their contributions.</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Department: Corporate Services</p> <p>Standards: All AODA Standards</p>
1.05	<p>Activity: AAC organized the 7th annual Accessibility Awards ceremony. AAC received nominations from Regional departments and selected the award recipients. In addition, the Honourable David C. Onley was awarded the Region of Peel's 2009 Accessibility Award, recognizing his leadership role and efforts towards making Ontario and the Peel community accessible for everyone.</p> <p>Barrier Addressed*: Attitudinal</p> <p>Result Achieved: Acknowledged Regional staff's accessibility accomplishments, including their contribution to creating an inclusive society and encouraging others to follow in their footsteps.</p> <p>Department: Corporate Services</p> <p>Standards: All AODA Standards</p>
1.06	<p>Activity: Organized AAC tour to audit Regional site for United Way 5K "Run, Walk and Roll" event.</p> <p>Barrier Addressed*: Physical, Architectural</p> <p>Result Achieved: Documented AAC recommendations to ensure event was accessible for persons with a disability.</p> <p>Department: Corporate Services</p> <p>Standards: Built Environment</p>
1.07	<p>Activity: Regional staff participated in provincial AODA and Emergency Preparedness Roundtable Consultations.</p> <p>Barrier Addressed*: Policy/Practices</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Result Achieved: Provided expert input into the provincial consultations.</p> <p>Department: Corporate Services</p> <p>Standards: All AODA Standards</p>
1.08	<p>Activity: Distribution of the Emergency Management Ontario Emergency Preparedness Guide for People with Disabilities/Special Needs at various public events such as Connections 2010 fair, Region of Peel and Mississauga National Access Awareness Week events, and the Peel Children's Water Festival.</p> <p>Barrier Addressed*: Informational</p> <p>Result Achieved: Raising awareness of accessibility barriers related to emergency situations, as well as providing planning tools to facilitate personal preparedness of individuals with disabilities.</p> <p>Department: Corporate Services</p> <p>Standards: Information and Communication, Customer Service</p>
1.09	<p>Activity: In response to the H1N1 Planning, the planning discussions to incorporate accessibility requirements to make sure that the temporary sites become more accessible to accommodate persons with disabilities.</p> <p>Barrier Addressed*: Physical, Policy/Practices</p> <p>Result Achieved: Accessibility issues were addressed in some of the locations of the H1N1 clinics. Examples include:</p> <ul style="list-style-type: none"> • A ramp was built for one of the sites to accommodate mobility devices. • Additional parking was established at Blessed Trinity • Paid duty officers monitored the usage of accessible parking spaces. • Additional accessible parking spaces were added to Indell

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>site.</p> <p>Department: Corporate Services</p> <p>Standards: Customer Service</p>
1.10	<p>Activity: Haiti Repatriation Initiative. Coordinated support with Paramedics, Human Services, Greater Toronto Airports Authority (GTAA), and Canadian Border Services Agency (CBSA) etc.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Supported the “special needs” of the repatriated Canadians. Also, supported those individuals who lost mobility devices as a result of the earthquake in Haiti</p> <p>Department: Corporate Services</p> <p>Standards: Customer Service</p>
1.11	<p>Activity: Provided Emergency Evacuation Workshop to TransHelp, municipal transit service providers, paramedics, and staff of Human Services, Police, Fire & Emergency Services, Public Health, Peel Regional Emergency Program and area municipalities</p> <p>Barrier Addressed*: Attitudinal, Informational</p> <p>Result Achieved: Provided information to participants about topics such as alternative methods of transportation, the provisions of mobility devices, and how to assist individuals with different disabilities in case of emergency.</p> <p>Department: Corporate Services</p> <p>Standards: Information and Communication</p>
1.12	<p>Activity: Accessibility Planning Program and Peel Regional Emergency Program developed an information booklet titled <i>Assisting People with Disabilities</i>, to provide readers with information about how to help people with</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>disabilities in a large-scale emergency.</p> <p>Barrier Addressed*: Information</p> <p>Result Achieved: Approximately 2000 copies of the booklet were distributed at number of public events. The booklet is also available in large font copies.</p> <p>Department: Corporate Services</p> <p>Standards: Information and Communication</p>
1.13	<p>Activity: Peel Regional Emergency Program conducted Public Education and Outreach by distributing Emergency Management Ontario documents for persons with disabilities at various municipal Emergency Preparedness Week events.</p> <p>Barrier Addressed*: Information, Policy</p> <p>Result Achieved: Information about how to assist persons with a disability in an emergency situation was provided to those attending the various Regional events.</p> <p>Standards: Information and Communication</p>
1.14	<p>Activity: Reviewed Peel Region Official Plan Review (PROPR) – Sustainability Policies. Accessibility is addressed broadly in Section 1.3.5 of the <i>Regional Official Plan</i>, specifically under the social imperative themes of the Plan.</p> <p>Barrier Addressed*: Policy</p> <p>Result Achieved: The sustainable development framework enabled several initiatives that introduced sustainability within the Corporation and to residents and businesses in Peel, by using accessibility as one of the verifiers.</p> <p>Department: Corporate Services</p> <p>Standards: Built Environment</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

1.15	<p>Activity: Reviewed Peel Region Official Plan Review (PROPR) – Housing Policies. Accessibility is addressed under Section 5.8.6 of the <i>Regional Official Plan</i>, the objective of this section is to make housing available to Peel’s diverse populations and residents with special needs, including provision of accessible housing and appropriate support services.</p> <p>Barrier Addressed*: Policy</p> <p>Result Achieved: Peel’s housing strategy, which was introduced through PROPR along with the housing policies, has been finalized and was approved on June 3, 2010 by Regional Council. Regional staff is currently prioritizing action items to address Peel housing issues.</p> <p>Department: Corporate Services</p> <p>Standards: Built Environment</p>
1.16	<p>Activity: Conducted the presentation on Aging Population Trends in Peel with stakeholders including members of the AAC.</p> <p>Barrier Addressed*: Informational, Educational</p> <p>Result Achieved: The presentation outlined demographic and socio-economic changes taking place in Peel and their likely implications for delivery and planning of Regional services and programs in the future. Members of the Accessibility Advisory Committee were engaged in a discussion about the implications of a growing population of older adults, seniors, and persons with disabilities on the delivery of programs and services provided by the Region..</p> <p>Department: Corporate Services</p> <p>Standards: Information and Communication</p>
1.17	<p>Activity: Presented statistics from the Peel Data Centre pertaining to Persons with Disabilities to members of the Accessibility Advisory Committee.</p> <p>Barrier Addressed: Informational, Educational</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

Result Achieved: The presentation demonstrated the information that is available from the Peel Data Centre about persons with disabilities, differences between the data collected by different sources, and information on navigating the Peel Data Centre website. The presentation generated discussion on data gathering methods employed by various government agencies and on how the data could be used to assist in setting priorities for the Accessibility agenda in the future.

Department: Corporate Services

Standards: Information, Customer Service



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

2.0 Employee and Business Services

2.01	<p>Activity: Participated in the team that designed and delivered Training on Customer Service Standards for AODA.</p> <p>Barrier Addressed*: Informational</p> <p>Result Achieved: All employees at the Region of Peel received basic training</p> <p>Department: Employee and Business Services/Corporate Services</p> <p>Standards: AODA Standards</p>
2.02	<p>Activity: Integration of Modules on Accessibility into ongoing Region of Peel customer service training.</p> <p>Barrier Addressed*: Informational</p> <p>Result Achieved: Accessibility contents are now part of ongoing staff training. Information is provided to staff based on demand and as part of new staff orientation.</p> <p>Department: Employee and Business Services/Corporate Services</p> <p>Standards: ODA regulation</p>
2.03	<p>Activity: All major construction and asset renewal projects are presented to the AAC during the planning phase for feedback and suggestion prior to construction.</p> <p>Barrier Addressed*: Policy/Structural</p> <p>Result Achieved: Regionally owned and operated facilities are addressing accessibility concerns in new and existing construction.</p> <p>Department: Employee and Business Services</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Standards: The AAC is consulted on all major projects.</p>
2.04	<p>Activity: Integrating Universal Accessibility Standards into design plans for new office spaces.</p> <p>Barrier Addressed*: Prevention of inaccessible work space</p> <p>Result Achieved: Full integration of universal accessibility standards into all office space designs.</p> <p>Department: Employee and Business Services</p> <p>Standards: Workstation and office plan standards</p>
2.05	<p>Activity: Development of Housing Design Guidelines.</p> <p>Barrier Addressed*: Access barriers in new social housing</p> <p>Result Achieved: Universal Accessibility Standards implemented into housing design standards by identifying, removing and preventing barriers in new social housing developments.</p> <p>Department: Employee and Business Services</p> <p>Standards: Built Environment</p>
2.06	<p>Activity: Purchase of new accessible Regional office facility.</p> <p>Barrier Addressed*: Prevention of accessibility barriers in the workplace.</p> <p>Result Achieved: Accessible office space for the Region.</p> <p>Department: Employee and Business Services</p> <p>Standards: Built Environment</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

2.07	<p>Activity: Construction of accessible social housing complex - Chapelview.</p> <p>Barrier Addressed*: Accessibility barriers in new social housing</p> <p>Result Achieved: Accessibility incorporated into suite layouts by identifying, removing and preventing barriers in new social housing developments.</p> <p>Department: Employee and Business Services</p> <p>Standards: Built Environment</p>
2.08	<p>Activity: Implementation of accessibility recommendations from the AAC for the new Peel Heritage Complex.</p> <p>Barrier Addressed*: Structural Barriers</p> <p>Result Achieved: Ensure Peel Heritage Complex is accessible for both staff and visitors.</p> <p>Department: Employee and Business Services</p> <p>Standards: Built Environment and Customer Service</p>
2.09	<p>Activity: Improving accessibility at Dundas Street Family Shelter.</p> <p>Barrier Addressed*: Structural Barrier</p> <p>Result Achieved: Accessible shelter and AAC 2010 Award for improving accessibility in the Region of Peel.</p> <p>Department: Employee and Business Services</p> <p>Standards: Built Environment, Customer Service</p>
2.10	<p>Activity: Review computer software for compatibility.</p> <p>Barrier Addressed*: Advertised purchasing documents not available to those with vision disabilities.</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Result Achieved: All downloadable pdf documents are now accessible through the Adobe Reader program for people with varying levels of vision disability.</p> <p>Department: Employee and Business Services</p> <p>Standards: Information and Communication Services</p>
2.11	<p>Activity: Updated Purchasing Procedures to incorporate accessibility requirements review into purchasing documents.</p> <p>Barrier Addressed*: Updated contracts that previously did not include accessibility requirements.</p> <p>Result Achieved: Procedures F35-01 and F35-32 have been updated to add accessibility review to all documents.</p> <p>Department: Employee and Business Services</p> <p>Standards: Policy and Customer Service</p>
2.12	<p>Activity: Updated purchasing documents to ensure vendors compliance to AODA requirements.</p> <p>Barrier Addressed*: Customer Service</p> <p>Result Achieved: Vendors who may come into contact with the public must be trained in accordance with AODA requirements. BDC templates updated to include AODA clause and agreement form.</p> <p>Department: Employee and Business Services/Corporate Services</p> <p>Standards: AODA Standards</p>
2.13	<p>Activity: Updated external web page to include link to AODA training requirements for vendors.</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Barrier Addressed*: Customer Service. Vendors who may come into contact with the public must be trained in accordance with AODA requirements</p> <p>Result Achieved: Link to AODA training legislation and training material was posted on Purchasing department's external webpage to ensure vendor awareness of requirements.</p> <p>Department: Employee and Business Services</p> <p>Standards: AODA Standards</p>
2.14	<p>Activity: Regularly review the Region's Hiring @ Peel training program to include messages on human rights, fair and equitable recruitment procedures and the reduction of barriers in the recruitment process.</p> <p>Barrier Addressed*: Attitudinal</p> <p>Result Achieved: Hiring managers/supervisors were reminded of potential barriers in recruitment procedures; how to reduce and/or eliminate them; human rights implications and their responsibility for ensuring a fair and equitable hiring process.</p> <p>Department: Employee and Business Services/Human Resources</p> <p>Standards: Employment; Customer Service</p>
2.15	<p>Activity: Advised the Accessibility Advisory Committee of the process by which visually impaired applicants can apply for positions at the Region of Peel.</p> <p>Barrier Addressed*: Policy/Practice</p> <p>Result Achieved: Persons with visual disabilities may e-mail or present an electronic version of their resume to Reception in Human Resources. Region of Peel will review its online application process to ensure it is accessible to everyone.</p> <p>Department: Employee and Business Services/Human Resources</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Standards: Employment; Customer Service</p>
2.16	<p>Activity: Review and rewrite the Workplace Accommodation Policy.</p> <p>Barrier Addressed*: Policy/Practice</p> <p>Result Achieved: Draft document addresses practices and procedures for the early and safe return to work of employees who require any form of accommodation due to disability, injury or illness.</p> <p>Department: Employee and Business Services/Human Resources</p> <p>Standards: Employment</p>
2.17	<p>Activity: During the job evaluation process we ensure only the bona fide occupational requirements are listed on the job description.</p> <p>Barrier Addressed*: Policy/Practice</p> <p>Result Achieved: Job postings will not exclude persons who are not familiar with Region of Peel services, systems, procedures, etc.</p> <p>Department: Employee and Business Services/Human Resources</p> <p>Standards: Employment</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

3.0 Public Works

3.01	<p>Activity: TransHelp Operators received re-training on proper restraining of wheelchairs and passengers on buses. Due to changing designs of wheelchairs and individual passenger needs – a gap in training was identified and quickly addressed to ensure all passengers are transported in a safe manner.</p> <p>Barrier Addressed*: Policy/Practice, Health and Safety</p> <p>Result Achieved: Education of all TransHelp Operators on proper restraining techniques.</p> <p>Department: Public Works, Accessible Transportation</p> <p>Standards: Customer Service, Transportation</p>
3.02	<p>Activity: Awareness of accessibility needs at future roundabouts.</p> <p>Barrier Addressed*: Information and Communication</p> <p>Result Achieved: This activity applies to all new development projects</p> <p>Department: Public Works, Transportation</p> <p>Standards: Customer Service</p>
3.03	<p>Activity: TransHelp provided free transportation for the AAC and TransHelp Advisory Committee to attend various Regional events as well as events outside the Region that support accessibility initiatives and progress.</p> <p>Barrier Addressed*: Policy/Practice</p> <p>Result Achieved: Opportunities for committee members to attend special events in the Region as well as outside the Region.</p> <p>Department: Public Works, Accessible Transportation</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	Standards: Transportation, Customer Service.
3.04	<p>Activity: Renovation of TransHelp/Accessible Transportation Coordination Office took place to make room for staff members from Accessible Transportation Coordination Office (ATCO) to better organize work groups by tasks and functions. Since some team members have a range of different physical abilities, accessibility requirements were critical during the planning phase to ensure all employees' needs were met adequately.</p> <p>Barrier Addressed*: Physical/Architectural</p> <p>Result Achieved: Accessible features built into workstation set up as well as a washroom reconstruction to meet the needs of employees.</p> <p>Department: Public Works, Accessible Transportation</p> <p>Standards: Employment, Built Environment</p>
3.05	<p>Activity: Introduced the Passenger Assistant Program.</p> <p>Barrier Addressed*: Policy/Practice, Attitudinal</p> <p>Result Achieved: A pilot program providing supervised transportation to those passengers with disabilities who cannot safely travel alone but do not qualify for TransHelp</p> <p>Department: Public Works, Accessible Transportation</p> <p>Standards: Transportation, Customer Service</p>
3.06	<p>Activity: Introduced the Taxi Scrip Program.</p> <p>Barrier Addressed*: Policy/Practice, Attitudinal, Service</p> <p>Result Achieved: A pilot program providing spontaneous transit to low income passengers with disabilities in the Region to access urgent appointments and</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers. 17



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>visits to long-term care facilities.</p> <p>Department: Public Works, Accessible Transportation</p> <p>Standards: Transportation</p>
3.07	<p>Activity: Introduced the Community Bus Program.</p> <p>Barrier Addressed*: Policy/Practice, Attitudinal</p> <p>Result Achieved: A pilot program using a larger Community Bus makes regularly scheduled stops at multi-unit buildings with high concentrations of seniors and people with disabilities. The bus travels to places of common interest and necessity.</p> <p>Department: Public Works, Accessible Transportation</p> <p>Standards: Transportation, Customer Service</p>
3.08	<p>Activity: Introduced the Conventional Transit Access Initiatives Program.</p> <p>Barrier Addressed*: Policy/Practice, Attitudinal, Informational, Technological</p> <p>Result Achieved: The program provides a wide range of opportunities for people with disabilities to become more comfortable and familiar with accessible conventional transit systems. The Region provides and pays for travel training assessments as well as up to five hours of individualized travel training for those who want to learn to use either Brampton or Mississauga transit. A “how-to” video available on DVD or via the internet, provides encouragement as well as tips on how to use transit service.</p> <p>Department: Public Works, Accessible Transportation</p> <p>Standards: Transportation, Customer Service</p>
3.09	<p>Activity: Procured new Low Floor buses as part of 2010 Bus Order.</p> <p>Barrier Addressed*: Policy/Practice, Architectural, Physical, Communicational</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Result Achieved: Two newly designed, low-floor buses added to the TransHelp fleet, which allows for a more comfortable ride and eliminates the stigma and risks associated with lift-equipped buses.</p> <p>Department: Public Works, Accessible Transportation</p> <p>Standards: Transportation, Customer Service</p>
3.10	<p>Activity: Procured a new, web-based booking system for TransHelp users.</p> <p>Barrier Addressed*: Technological, Policy/Practice</p> <p>Result Achieved: 24 hours a day, seven days a week, users can book trips, cancel trips and check account details.</p> <p>Department: Public Works, Accessible Transportation</p> <p>Standards: Transportation, Information & Communications</p>
3.11	<p>Activity: Reviewing detectable warning surfaces on sidewalk curb ramps at the intersections and access locations for people with visual impairments.</p> <p>Barrier Addressed*: Architectural, Physical,</p> <p>Result Achieved: This applies to all existing sidewalk curb ramps to make intersection crossing safe for visually impaired pedestrians.</p> <p>Department: Public Works, Transportation</p> <p>Standards: Built Environment, Transportation</p>
3.12	<p>Activity: Ensure that curb cuts are built or grandfathered into existing locations</p> <p>Barrier Addressed*: Architectural, Physical,</p> <p>Result Achieved: Verify all work is according to accessibility standards</p> <p>Department: Public Works, Transportation</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Standards: Built Environment, Transportation</p>
3.13	<p>Activity: Region of Peel has been implementing electronic pedestrian pushbuttons that allow pedestrians to activate the crosswalk signal by simply waving a hand in front of the unit. Through illumination of Light Emitting Diodes (LEDs), the unit will acknowledge that a pedestrian has requested the pedestrian walk signal without having to physically push the button.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: These pushbuttons are currently being installed at all new traffic signal intersections. At present, Dixie Road at Lisa street/Bramalea City Entrance; and Queen street at Torbram Road intersections have already been retrofitted with these units.</p> <p>Department: Public Works, Transportation</p> <p>Standards: Built Environment, Transportation</p>
3.14	<p>Activity: Continued use and rollout of Pedestrian Countdown Signals.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Continue to implement mechanisms that assist persons with visual disabilities.</p> <p>Department: Public Works, Transportation</p> <p>Standards: Built Environment, Transportation</p>
3.15	<p>Activity: Continued use of Audible Pedestrian Signals.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Continue to implement mechanisms that assist persons with visual disabilities.</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers. 20



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Department: Public Works, Transportation</p> <p>Standards: Built Environment, Transportation</p>
3.16	<p>Activity: Continued roll out of Ladder Crossing Pavement Markings that are more visible to both drivers and pedestrians.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: The Ladder Crossing Pavement Markings indicate to pedestrians with visual disabilities of an approaching intersection.</p> <p>Department: Public Works, Transportation</p> <p>Standards: Built Environment, Transportation</p>
3.17	<p>Activity: TransHelp implemented a five kilometre cross border travel policy.</p> <p>Barrier Addressed*: Physical, Policy/Practice</p> <p>Result Achieved: Registered users are able to easily book trips outside the Region of Peel up to five kilometres. In many cases this has eliminated the need to coordinate connection trips with neighbouring services and has resulted in a dramatic decrease in client travel times for trips outside the Region.</p> <p>Department: Public Works, Accessible Transportation</p> <p>Standards: Transportation, Customer Service</p>
3.18	<p>Activity: TransHelp implemented permanent same day service.</p> <p>Barrier Addressed*: Policy/Practice</p> <p>Result Achieved: A huge improvement in the number of same day trip requests accommodated, due to dedicated TransHelp vehicles providing same-day service.</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Department: Public Works, Accessible Transportation</p> <p>Standards: Transportation, Customer Service</p>
3.19	<p>Activity: TransHelp implemented a new Customer Complaint & Feedback System.</p> <p>Barrier Addressed*: Communicational, Technological, Policy/Practice</p> <p>Result Achieved: A streamlined complaints/feedback system ensures all enquiries are handled promptly and appropriately. It also gives users the ability to submit enquiries via the web.</p> <p>Department: Public Works, Accessible Transportation</p> <p>Standards: Customer Service, Transportation, Information & Communication</p>
3.20	<p>Activity: Accessible Transportation participated in a variety of conferences and workshops promoting accessible transportation services.</p> <p>Barrier Addressed*: Communicational, Policy/Practice, Informational</p> <p>Result Achieved: A presentation was made at the International Day of Persons with Disabilities event, which shared information about the Accessible Transportation family of services provided by the Region of Peel. In addition, various information sessions were conducted at long-term care facilities, information booths were set up to disseminate information brochures and staff participated in various Regional and non-Regional accessibility workshops and resources fairs targeted to people with disabilities.</p> <p>Department: Public Works, Accessible Transportation</p> <p>Standards: Customer Service, Transportation, Information and Communication</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

3.21	<p>Activity: TransHelp participated in the Metrolinx consultation for use of the new PRESTO card (a smart card proposed by the Government of Ontario for transit users) on specialized transit systems.</p> <p>Barrier Addressed*: Technological, Policy/Practice</p> <p>Result Achieved: Provided specific Peel requirements for inclusion in the roll out of the PRESTO card to Para-transit users.</p> <p>Department: Public Works, Accessible Transportation</p> <p>Standards: Customer Service, Transportation</p>
3.22	<p>Activity: Members of the Regional staff are participating on the Ontario Traffic Manual Book 15 committee to ensure that the Region has a voice at the table and staff remains aware of current and future pedestrian requirements and “right-of-way” issues impacting all pedestrians, including those with disabilities.</p> <p>Barrier Addressed*: Informational, Educational</p> <p>Result Achieved:</p> <p>Department: Public Works, Transportation</p> <p>Standards: Customer Service</p>
3.23	<p>Activity: TransHelp provided bus shuttles at Mississauga’s Carassauga Festival</p> <p>Barrier Addressed*: Physical, Attitudinal, Policy/Practice</p> <p>Result Achieved: Over 8000 riders used TransHelp buses over the festival weekend, including many with disabilities. This allowed greater access to festival pavilions.</p> <p>Department: Public Works, Accessible Transportation</p> <p>Standards: Transportation, Customer Service</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

3.24	<p>Activity: Waste Management has improved accessibility of its publications such as the <i>Waste Management Guide</i> by including photographs of recyclable and non-recyclable material along with the text.</p> <p>Barrier Addressed*: Visual and language barriers</p> <p>Result Achieved: Improved accessibility of our publications.</p> <p>Department: Public Works</p> <p>Standards: Information and Communication Standard</p>
3.25	<p>Activity: Waste Management has been creating and updating new brochures/flyers for various programs and has made an effort to switch from using illustrations to using photographs that are much more easily interpreted by residents.</p> <p>Barrier Addressed*: Visual and language barriers</p> <p>Result Achieved: Improved accessibility of information distributed to customers.</p> <p>Department: Public Works</p> <p>Standards: Information and Communication</p>
3.26	<p>Activity: Waste Management always tries to use plain language, incorporate as many visuals as possible, and use a font size that is legible.</p> <p>Barrier Addressed*: Informational</p> <p>Result Achieved: Improved and accessible information.</p> <p>Department: Public Works</p> <p>Standards: Information and Communication</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

3.27	<p>Activity: Waste collection routinely provides enhanced front-door, side-door and/or garage service for residents who have disabilities or when accessibility may be an issue. This enhanced service level is typically provided by our on-road waste collection staff on an “as requested” basis and addresses physical barriers.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: The result is usually increased customer satisfaction and increased trust and confidence in the services we provide.</p> <p>Department: Public Works</p> <p>Standards: Customer Service</p>
3.28	<p>Activity: Introduction of front-end recycling in multi-residential locations is intended to improve customer service through increased accessibility of the Region’s services by removing physical barriers caused by insufficient capacity.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: The result has been greater participation in our programs.</p> <p>Department: Public Works</p> <p>Standards: Customer Service</p>
3.29	<p>Activity: In-house mobile sign service program has improved accessibility through increased messaging of programs and services, and greater responsiveness and flexibility in messaging and sign usage.</p> <p>Barrier Addressed*: Visual</p> <p>Result Achieved: This has allowed us to increase our internal client base, resulting in enhanced communication for a broader array of Regional services.</p> <p>Department: Public Works</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Standards: Information and Communication</p>
3.30	<p>Activity: The designs for Heartlake and Clarkson Community Recycling Centres are constructed to meet or exceed the Regional Accessibility Guidelines. All designs and site-plans have been approved by the AAC.</p> <p>Barrier Addressed*: Health & Safety, Physical</p> <p>Result Achieved: Identified and removed existing as well as potential physical barriers.</p> <p>Department: Public Works</p> <p>Standards: Built Environment</p>
3.31	<p>Activity: Waste Management launched wheredoesitgo.ca to help residents in Peel identify which waste stream to use for disposal of any item within their home.</p> <p>Barrier Addressed*: Informational</p> <p>Result Achieved: Improved and accessible information.</p> <p>Department: Public Works</p> <p>Standards: Information and Communication</p>
3.32	<p>Activity: Region of Peel's Customer Call Centre uses Bell Canada Relay Service (BCRS) to answer questions received from residents who are either Deaf or are hard of hearing persons using a Text Telephone (TTY) device and have inquiries for the Waste Planning staff.</p> <p>Barrier Addressed*: Language barriers</p> <p>Result Achieved: Improved accessibility of information distributed to customers.</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Department: Public Works</p> <p>Standards: Information and Communication, Customer Service</p>
3.33	<p>Activity: Peel Region Official Plan Review (PROPR) – Transportation Policies. ROPA 22 introduced a new subsection on accessible transportation to the Regional Official Plan.</p> <p>Barrier Addressed*: Policies in section 5.9.11 of the Regional Official Plan address the following:</p> <ul style="list-style-type: none"> • The development and implementation of programs and services to meet the transportation needs of persons with disabilities; • The provision, coordination and facilitation provision of transportation services for persons with disabilities; • The need to educate the general public about the transportation needs and issues of persons with disabilities; • The need to provide and maintain a built environment that supports trips made using accessible transportation services; and • The need to identify and secure sustainable and predictable funding to support the provision of transportation for persons with disabilities. <p>Result Achieved: ROPA 22 was adopted by Regional Council in November 2009 and is currently under review by the Province.</p> <p>Department: Public Works</p> <p>Standards: Built Environment, Customer Service</p>
3.34	<p>Activity: Accessibility Training</p> <p>Barrier Addressed*: Education and Awareness</p> <p>Result Achieved: All Development Services Staff completed the module</p> <p>Department: Public Works</p> <p>Standards: AODA Standards</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

4.0 Health Services

4.01	<p>Activity: All Regional staff received training on accessibility and this has been added to the orientation session for new staff. The policy has been added to our Annual Checklist of Policies and Procedures to review with all staff.</p> <p>Barrier Addressed*: Policy and Practice</p> <p>Result Achieved: All staff providing service internally and externally consider access as part of their service.</p> <p>Department: Health Services, Customer Service</p> <p>Standards: Information/Communication</p>
4.02	<p>Activity: Development and initiation of Postpartum Support Line.</p> <p>Barrier Addressed*: Physical, Informational</p> <p>Result Achieved: Telephone support line provides service for those with disabilities and barriers to accessibility</p> <p>Department: Health Services – Family Health</p> <p>Standards: Customer Service</p>
4.03	<p>Activity: Postpartum Mood Disorder Line – Peel Postpartum Family Support Line.</p> <p>Barrier Addressed*: Communication and Information</p> <p>Result Achieved: Program developed to provide telephone support to women and families exposed to postpartum mood disorder.</p> <p>Department: Health Services – Family Health</p> <p>Standards: Customer Service</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

4.04	<p>Activity: In-home health services (Breastfeeding support) to postpartum clients that can not physically access health services offered in the clinic.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: All clients, including those with mobility disabilities continue to receive health services offered by the Region of Peel</p> <p>Department: Health Services – Family Health</p> <p>Standard: Customer Service</p>
4.05	<p>Activity: Health services for persons with hearing disabilities via text messaging/TTY and ASL for home visits.</p> <p>Barrier Addressed*: Communicational/Informational</p> <p>Result Achieved: Clients with hearing impairments have full accessibility to Region of Peel Health programs</p> <p>Department: Health Services – Family Health</p> <p>Standards: Customer Service</p>
4.06	<p>Activity: Health services, including home visits to clients with vision impairments.</p> <p>Barrier Addressed*: Informational/Physical</p> <p>Result Achieved: Clients with vision impairment have full accessibility to Family Health programs within the Region of Peel</p> <p>Department: Health Services – Family Health</p> <p>Standards: Customer Service</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

4.07	<p>Activity: Enhanced training for a family visitor (lay home visitor) working with a client who has a vision impairment.</p> <p>Barrier Addressed*: Informational/ Policy and Practice</p> <p>Result Achieved: Increased awareness and training for Region of Peel employees and increased level of service for residents within the Region who live with a disability.</p> <p>Department: Health Services – Family Health</p> <p>Standards: Customer Service</p>
4.08	<p>Activity: During Sheridan Villa’s redevelopment program, the closet rods in resident rooms were designed with an adjustable height/positioning.</p> <p>Barrier Addressed*: Architectural</p> <p>Result Achieved: Improved accessibility and independence for residents in their rooms.</p> <p>Department: Health Services – Long-Term Care</p> <p>Standards: Built Environment</p>
4.09	<p>Activity: Tall Pines’ wheelchair accessible buttons at each resident home area were replaced with a light sensor system.</p> <p>Barrier Addressed*: Architectural</p> <p>Result Achieved: Improved accessibility to resident home areas for all residents as the previous buttons were challenging for some residents if the buttons were not pushed directly in the middle.</p> <p>Department: Health Services – Long-Term Care</p> <p>Standards: Built Environment</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers. 30



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

<p>4.10</p>	<p>Activity: All five regional long-term care centres installed hand sanitizer dispensers throughout the centres at a wheelchair accessible height.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Accessibility for all residents.</p> <p>Department: Health Services – Long-Term Care</p> <p>Standards: Built Environment</p>
<p>4.11</p>	<p>Activity: An additional entrance keypad at Tall Pines has been installed at a wheelchair accessible level. The visibility of the electronic keypad numbers has been improved.</p> <p>Barrier Addressed*: Physical, informational</p> <p>Result Achieved: Improved physical and visual accessibility for all residents and visitors.</p> <p>Department: Health Services – Long-Term Care</p> <p>Standards: Built environment</p>
<p>4.12</p>	<p>Activity: Wireless pendant nurse call system has been trialed at Tall Pines.</p> <p>Barrier Addressed*: Technological</p> <p>Result Achieved: Improved access to the resident call bell system for all residents. The findings of the trial will be shared with the other four regional homes with the intent of exploring the possibility of implementing this system in the five Regional homes.</p> <p>Department: Health Services – Long-Term Care</p> <p>Standards: Customer Service, Information and Communication</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

4.13	<p>Activity: Design of a Paramedic Satellite Station at 1355 Winding Trail, Mississauga.</p> <p>Barrier Addressed*: Architectural</p> <p>Result Achieved: Barrier free entrances and accessible routes. Barrier free staff washroom. Accessible passenger drop off zones.</p> <p>Department: Health Services – Internal Client Services</p> <p>Standards: Built Environment</p>
4.14	<p>Activity: Design of a Paramedic Satellite Station at 7101 Goreway Drive, Mississauga.</p> <p>Barrier Addressed*: Architectural</p> <p>Result Achieved: Barrier free access path commencing from a designated parking spot and leading to a barrier free main entrance with push button doors both inside and outside. Barrier free washroom with an 1830mm turning radius to accommodate scooters.</p> <p>Department: Health Services – Internal Client Services</p> <p>Standards: Built Environment</p>
4.15	<p>Activity: Staff utilizes Teletypewriter Technology (TTY) with hearing clients.</p> <p>Barrier Addressed*: Communication</p> <p>Result Achieved: Accessible health services</p> <p>Department: Health Services – Chronic Disease and Injury Prevention</p> <p>Standards: Customer Service</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

4.16	<p>Activity: Discovered ways to break down barriers for families. The Region explored non profit organizations and charities to cover transportation costs, medical supplies and equipment costs not covered by Assistance to Children with Severe Disabilities and/or Ontario Disabilities Support Program. The Region has also assisted with access to specialized clinical services.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Accessible health services</p> <p>Department: Health Services – Chronic Disease and Injury Prevention</p> <p>Standards: Customer Service</p>
4.17	<p>Activity: Provided a volunteer employment opportunity for a young person with a developmental disability.</p> <p>Barrier Addressed*: Policy/Practice</p> <p>Result Achieved: Providing a work/volunteer opportunity to a person with a disability</p> <p>Department: Health Services – Family Health</p> <p>Standards: Employment</p>
4.18	<p>Activity: Two Public Health Nurses provided staff at a secondary school, with the tools and educational support to guide a group of students with identified learning needs through a youth led; adult facilitated process. The process develops the following living skills: brainstorming, communication, negotiation, problem solving, decision making; research; creation and implementation of a plan and evaluation.</p> <p>Barrier Addressed*: The process used by Public Health Nurses allowed students who were at a functional grade 4 level to demonstrate confidence and living skills that teachers noted had not previously been evident.</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Result Achieved: As a result of participating in this project, the students compiled their research; presented it to their classmates and other classes in this school; developed posters, which are displayed in the school, and designed their own t-shirts. The teachers were pleased that the students developed the skills and confidence to present their information to others. Feedback from students identified that they learned how to work as a group and make decisions. They also felt that they made a difference and would do more to expand on their projects next time.</p> <p>Department: Health Services – Chronic Disease and Injury Prevention</p> <p>Standards: Communication; living skills building; Customer Service</p>
4.19	<p>Activity: All applicable admission documents are on the external website. The slideshow has been updated and the option to print the photos is available to accommodate future residents who are physically unable to visit the long-term care centres.</p> <p>Barrier Addressed*: Communicational/ technological</p> <p>Result Achieved: Future residents and their families are better able to understand the admissions process and read the associated documents prior to their admission date. They can also “see” the centre without travelling to the centre by viewing the slideshow photos. The slideshow photos can be printed in a user-friendly large display format to accommodate individuals with low-vision.</p> <p>Department: Health Services – Long-Term Care</p> <p>Standards: Customer Service, Information and Communication</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

5.0 Human Services

5.01	<p>Activity: AODA training for PL staff (Property Managers and site staff).</p> <p>Barrier Addressed*: Lack of relevant information available to staff</p> <p>Result Achieved: Education and awareness about accessibility</p> <p>Department: Human Services – Residential Property Management</p> <p>Standards: AODA Standards</p>
5.02	<p>Activity: Chapelview Housing Project – all units have wider doorways, lower light switches, higher outlets, levered handles for doors and faucets, and turning radius has been incorporated</p> <p>Barrier Addressed*: Architectural</p> <p>Result Achieved: Easier access within units</p> <p>Department: Human Services – Residential Property Management</p> <p>Standards: Customer Service</p>
5.03	<p>Activity: 1 Maple– automatic door opener installed on party room door</p> <p>Barrier Addressed*: Building Access</p> <p>Result Achieved: Easier access to enter/exit party room for resident with mobility issues</p> <p>Department: Human Services – Residential Property Management</p> <p>Standards: Customer Service</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

5.04	<p>Activity: One of the Peel Living buildings, HIAPH House, has replaced existing ramp with a new ramp and hydraulic lift.</p> <p>Barrier Addressed*: Building Access</p> <p>Result Achieved: Easier access to enter/exit building</p> <p>Department: Human Services – Residential Property Management</p> <p>Standards: Customer Service</p>
5.05	<p>Activity: 175 Central Park – renovation of vestibule area to increase area for accessibility for wheelchairs and walkers</p> <p>Barrier Addressed*: Building Access</p> <p>Result Achieved: Easier access to enter/exit building</p> <p>Department: Human Services – Residential Property Management</p> <p>Standards: Customer Service</p>
5.06	<p>Activity: 60 Jane Street – installation of ramp to side entrance</p> <p>Barrier Addressed*: Building Access</p> <p>Result Achieved: Easier access to enter/exit building</p> <p>Department: Human Services – Residential Property Management</p> <p>Standards: Customer Service</p>
5.07	<p>Activity: Springmill Terrace, a Peel Living town house property has built a wheelchair accessible ramp to access the townhouse.</p> <p>Barrier Addressed*: Physical</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Result Achieved: Allows easier access for resident to enter townhouse in wheelchair</p> <p>Department: Human Services – Residential Property Management</p> <p>Standards: Customer Service</p>
5.08	<p>Activity: Resident Services established a partnership with Ontario Works – Outreach Workers and Supportive Housing in Peel. Workers from both organizations lend support in various situations, including but not limited to, tenants with mental health and behavioural issues. They meet with tenants to resolve issues surrounding their inability to meet their tenancy obligations.</p> <p>Barrier Addressed*: Resident Services Representatives ability to offer support outside the scope of their role.</p> <p>Result Achieved: Tenants received the support they required in order to work towards a successful tenancy.</p> <p>Department: Human Services – Residential Property Management</p> <p>Standards: Information and Communication</p>
5.09	<p>Activity: The Community Relations Team assisted in the table-top display at the International Day of the Persons with Disabilities event highlighting supports available in the community.</p> <p>Barrier Addressed*: Informational & Communicational</p> <p>Result Achieved: Staff and members of the public, including the homeless population, received information about Ontario Works programs and services available to the community.</p> <p>Department: Human Services</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	Standards: Information and Communication
5.10	<p>Activity: Community Relations Program Analyst attends monthly Accessibility Advisory Committee (AAC) meetings and other meetings and workshops in the community. Information is disseminated to staff as needed.</p> <p>Barrier Addressed*: Informational & Communicational</p> <p>Result Achieved: Staff is kept informed of any information or events that are occurring.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>
5.11	<p>Activity: The Community Relations team in Human Services met with the Multicultural Community Consultation Group quarterly to discuss changes and updates in the program delivery of Ontario Works. Agencies were also given the opportunity to provide any updates regarding their agencies, including agencies serving persons with disabilities, and to bring forward any issues and concerns they had for their clients.</p> <p>Barrier Addressed*: Informational & Communicational</p> <p>Result Achieved: Agencies were kept informed of any changes to the service delivery model and also communicated any trends, concerns, or issues they saw with shared clients.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication; Customer Service</p>
5.12	<p>Activity: The Departmental Working Group for the AODA Customer Service Standards met regularly to provide input into how the Region of Peel would comply with the Customer Service Regulation, as stipulated by the AODA. Based on the recommendations from the working group, compliance of the</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>AODA training was completed by all ROP employees by December 31, 2009.</p> <p>Barrier Addressed*: Informational & Communicational</p> <p>Result Achieved: Human Services was able to provide input into how the Region of Peel would comply with the Customer Service Regulation, as stipulated by the AODA.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>
5.13	<p>Activity: Provided Supportive Approaches through Innovative Learning (SAIL) training to all supervisors and managers and developed internal training curriculum for all Human Services staff. Implementation is scheduled to happen fall 2010.</p> <p>Barrier Addressed*: Communication, Language, Informational and Customer Service</p> <p>Result Achieved: Improved ability to listen and address the unique needs of clients, including clients with visible and non-visible disabilities.</p> <p>Department: Human Services</p> <p>Standards: Customer Service, Information and Communication</p>
5.14	<p>Activity: The Outreach Team continued to be highly visible in the community. They patrol the streets with the Mobile Outreach van to assist clients outside of the core business hours.</p> <p>Barrier Addressed*: Policy/Procedure, Attitudinal</p> <p>Result Achieved: Staff has been able to build relationships with individuals who would normally not ask for assistance, even though they require supports, such as homeless individuals. Many of these clients have visible and non-visible disabilities.</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Department: Human Services</p> <p>Standards: Customer Service, Information and Communication</p>
5.15	<p>Activity: The Transitional Housing Units offered a multidisciplinary approach to their clients. Clients are able to access employment, health, financial subsidy information, and other community agencies at the transitional housing units. They do not have to travel to the different offices/organizations to access supports.</p> <p>Barrier Addressed*: Informational, Transportation</p> <p>Result Achieved: Clients are able to access supports at “home” in their housing units.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication; Transportation</p>
5.16	<p>Activity: Communication was sent out to the community when there was a closure or service disruption. This included after hours and contingency plans.</p> <p>Barrier Addressed*: Informational and Communicational</p> <p>Result Achieved: The community is aware of the service disruption and are aware of what to do if they need assistance.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication, Customer Service</p>
5.17	<p>Activity: Clients applying for financial subsidy upon disclosure of a disability or child care issues booked in with a Caseworker for a home visit appointment.</p> <p>Barrier Addressed*: Policy, Customer Service</p> <p>Result Achieved: Clients did not have to make their way to the Human</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Services office to complete their financial subsidy application if their disability or child care issues prevented them from visiting the Regional office.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>
5.18	<p>Activity: The Client Contact Unit was able to identify clients during the telephone application who were not able to attend an appointment in person due to reasons such as transportation, child care, caring for a family member, in a temporary or long-term health care facility or was unable to leave the home due to illness or disability.</p> <p>Barrier Addressed*: Accessibility, Transportation and Customer Service</p> <p>Result Achieved: Regional services have adapted to meet clients' needs.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>
5.19	<p>Activity: Opened an inclusive nursery school program at Brampton West Learn.Play.Care Centre</p> <p>Barrier Addressed*: Few part-time early learning options were available for children with special needs in north Brampton.</p> <p>Result Achieved: Part-time options for community members, including participation by children with special needs.</p> <p>Department: Human Services - Children's Services Operations</p> <p>Standards: Customer Service</p>
5.20	<p>Activity: Creation of a partnership with Peel Children's Centre to facilitate access to intensive children's mental health services for families with children under six years of age.</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Barrier Addressed*: Timely access to mental health services for families with young children.</p> <p>Result Achieved: Access to 6-8 spaces per year in the Intensive Child and Family program at Peel Children's Centre reserved for Region of Peel clients.</p> <p>Department: Human Services, Children's Services Direct Operations</p> <p>Standards: Customer Service</p>
5.21	<p>Activity: Special Needs Program at Learn.Play.Care Centres</p> <p>Barrier Addressed*: Access to high quality early learning and child care services for children with multiple and often complex needs.</p> <p>Result Achieved: In 2009, 92 children with identified special needs were provided with supports and services to enable their full inclusion at the Region's Learn.Play.Care centres and individualized learning plans were implemented to support their unique developmental needs.</p> <p>Department: Human Services - Children's Services Operations</p> <p>Standards: Customer Service</p>
5.22	<p>Activity: Home-based family literacy programs.</p> <p>Barrier Addressed*: Families unable to attend family literacy programs in schools due to transportation, mobility or psychosocial reasons.</p> <p>Result Achieved: 27 residential sites for family literacy programs.</p> <p>Department: Human Services, Early Learning Services Division</p> <p>Standards: Customer Service, Transportation, Financial</p>
5.23	<p>Activity: Children's Services website redesign.</p> <p>Barrier Addressed*: Communication</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Result Achieved: Access to community programs for families who have difficulty going out into the community due to economic, health or psychosocial reasons.</p> <p>Department: Access to community programs for families who have difficulty going out into the community due to economic, health or psychosocial reasons.</p> <p>Standards: Communication and Information</p>
5.24	<p>Activity: Main Entrance Replacement at Brampton West Learn.Play.Care Centre.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Barriers were eliminated to the entrance of Brampton West by creating a provision that allowed wheelchair accessibility and safety for all who entered</p> <p>Department: Human Services, Children's Services Direct Operations</p> <p>Standards: Built Environment</p>
5.25	<p>Activity: Staff in the Strategic Planning, Policy and Partnership Division - Community Partnerships. In partnership with Peel Regional Police and Ontario Provincial Police, a program was developed to assist support families and caregivers to prevent family members from wandering due to medical/health issues associated with Alzheimers, Dementia and Autism.</p> <p>Barrier Addressed*: Informational and Communicational</p> <p>Result Achieved: This program supported the community and residents of Peel and allowed vulnerable residents to continue to live with independence and safeguarded their safety. This contributed to a healthy, sustainable community.</p>

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Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>Department: Human Services</p> <p>Standards: Information and Communicational</p>
5.26	<p>Activity: : Chapelview – Increased Unit Accessibility – 4 new accessible units with roll in showers</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: New accessible units for clients provide more units for persons with a disability</p> <p>Department: Human Services – Services System Management</p> <p>Standards: Customer Service</p>
5.27	<p>Activity: ONPHA training all SH Providers</p> <p>Barrier Addressed: information</p> <p>Result Achieved: Knowledge of new Customer Service Standards, changes to Human Services Rights Commission and obligations under the duty to accommodate. In addition to pre-printed material, our Housing Providers are aware of their obligations, regulations, and timelines under the Accessibility for Ontarians with Disabilities Act.</p> <p>Department: Human Services – Service System Management</p> <p>Standards: Information</p>
5.28	<p>Activity: Remodel and re-design accessibility unit to meet changing requirements of current special needs member of a co-op.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: With the funding that was received by the Province to repair and renovate the project, monies were set aside and plans were adjusted to address the specific barriers. The changes included structural improvements to</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers. 44



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

	<p>the walkway in and around the townhouse and upgrades to the kitchen design to allow better access for the special needs member.</p> <p>Department: Human Services – Service System Management</p> <p>Standards: Customer Service</p>
5.29	<p>Activity: Modified Medical Priority Form</p> <p>Barrier Addressed*: Improved communication standards</p> <p>Result Achieved: Font size on medical form is more visible and user friendly.</p> <p>Department: Human Services – Service System Management</p> <p>Standards: Customer Service</p>
5.30	<p>Activity: PATH Accessibility Information Session</p> <p>Barrier Addressed*: Awareness and Informational</p> <p>Result Achieved: Working in partnership with hospitals and community agencies within the Region of Peel to provide information on Peel Access to Housing and Housing in Peel</p> <p>Department: Human Services – Service System Management</p> <p>Standards: Information and Communication</p>
5.31	<p>Activity: Construction of the Lakeview Administration & Maintenance Building</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Removed potential barriers.</p> <p>Department: Public Works</p> <p>Standards: Built Environment</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.



Summary of Departmental Accessibility Accomplishments July 2009 to June 2010

6.0 Executive Office

6.01	<p>Activity: Diversity Exchange Program: Canada/Belgium. On June 1, 2010, representatives from the Region of Peel met with the Diversity Manager representing the federal government in Belgium.</p> <p>Barrier Addressed*: Information</p> <p>Result Achieved: In this meeting, staff discussed the development of a benchmark program between Canada and Belgium in terms of diversity management, equal opportunities, HR management, selection and recruitment policies, accommodation policies and other related functions with respect to diversity and inclusion. In addition, the meeting established strong partnerships with other governments and non-governmental organizations.</p> <p>Department: Executive Office</p> <p>Standards: Customer Service</p>
6.02	<p>Activity: Corporate Initiative: The Diversity Strategy Development Project began in April 2010 and is ongoing. The purpose of the project is to deliver a comprehensive diversity strategy to guide the Region of Peel in its commitment to be an employer and service provider that values diversity.</p> <p>Barrier Addressed*: Information and Communication</p> <p>Result Achieved: To develop and strengthen organizational processes that support accessibility</p> <p>Department: Executive Office</p> <p>Standards: Customer Service</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.

APPENDIX III

David Szwarc, Chief Administrative Officer, Region of Peel, is welcomed to the Region's sixth International Day of Persons with Disabilities event on Dec. 2 at the Embassy Grand Convention Centre.



“...I am not different from you,
I am different like you...”

Nelson Mandela



Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan

This section highlights departmental activities advancing accessibility within the Region. Regional staff continues to demonstrate commitment to persons with disabilities either as individuals or as part of the project teams that focus on improving access to Regional programs, services and facilities. This section details some of the activities staff and Accessibility Advisory Committee (AAC) members have been involved with over the past 12 months.

Program staff was invited to speak at the Creating Accessible Environment conference hosted by Ryerson University. The Chair of the AAC and Accessibility Planning Program staff were also invited by a number of organizations, such as the United Way of Peel Region and Service Canada, to share the Region's integrated approach to accessibility planning and its recently developed Accessible Customer Service Training.

Throughout the year, William Goursky, AAC Chair, worked very diligently to raise the profile of accessibility planning in Peel by engaging members of the Executive Management Team in a dialogue about the needs of persons with disabilities and issues impacting them. The Region of Peel is very fortunate to receive ongoing leadership from its dedicated volunteers and expert advice from all members of the AAC. AAC members remain focused on the needs of the community and ensure the Regional accessibility planning process continues to respond to the future and existing needs of Peel's residents. Guided by the vision of the AAC and the *Accessibility for Ontarians with Disabilities Act (AODA)*, the Regional Accessibility Planning Program was able to meet and exceed its mandate of improving accessibility and raising awareness among staff.

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan



Members of Region of Peel AAC, Executive Management Team and Peel Police Board

Following is a detailed outlined of seven Regional initiatives that had a significant focus on enhancing accessibility for persons with disabilities as part of their deliverables during July 2009 – June 2010.

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan

1. Accessible Customer Service Standards Project

The first AODA standard, the Accessible Customer Service Standard (ACSS), was enacted in 2007 with the key deliverable of Accessible Customer Service training and policies, required by Jan. 1, 2010.

The Accessibility Standard for Customer Service project was initiated to ensure that the Region of Peel complied with the Customer Service Regulation 429/07.

The first milestone, which was reported in last year's Accessibility Plan, was the development, approval and implementation of the accessibility policy. The Accessible Customer Service Policy for the Region of Peel was developed and adopted as GOO-18. The policy was validated by the Accessibility Plan Steering Committee, Executive Management Team and Accessibility Advisory Committee. The policy was communicated to all staff and published on the Region's internal and external website to ensure it was readily available and accessible to members of public and staff.

The second deliverable, awareness training, was rolled out to the entire corporation using a variety of methods to ensure that all Regional staff could conveniently access training. Three options were employed to deliver the training to staff in a timely and cost effective manner.

The challenge in delivering training was not only the legislative requirement to train nearly 5,000 employees, but also to meet the needs of the various work locations, schedules of shift workers, learning styles and staff without access to computers.

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan

Staff developed and provided the following training choices for employees:

I. eLearning

Peel developed customized online training, which has drawn attention from numerous Ontario Municipalities and other organizations seeking solutions to meet AODA regulatory requirements.

The in-house solution offered employees the option of activating a closed captioning (CC) feature, creating an accessible training module well in advance of the Province's Employment Standards and Information and Communication Standards that are yet to be released. The Employment Standard will require Peel to also consider the training needs of employees with disabilities. This option allowed Peel to be proactive in compliance with pending AODA standards.

II. Training Booklet

Peel needed to provide an easy way for staff who do not have access to computers to complete the training. Although the concept of a booklet was inspired by the City of Mississauga, Peel altered the original concept by building in the mail-in postcard and added Peel specific scenarios and examples.

III. Classroom Training

Under this option, traditional classroom training was also made available for staff who may have felt more comfortable learning in this environment.

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III
2010 Accessibility Plan

IV. Train the Trainers

Who best knows their employees but the business units? This very question was asked by the project team and addressed by the creation of a Train the Trainer course. Departmental staff members were invited to be trained in delivering Accessible Customer Service to their own workforce with full support from the project team. Key documents and experiential learning tools, such as wheel chairs, canes for the blind and walkers were made readily available in support of course objectives.

Of all the options considered, Option I, eLearning, was chosen by the project team as the most efficient, high quality and low cost way to achieve compliance with AODA regulation. The project team worked with the Region of Peel's AAC to ensure the training solutions were accessible and the content was reflective of the full range of disabilities.

The project team received positive feedback from staff who appreciated having adaptable and flexible training options to choose from to achieve ACSS compliance.

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan



Accessible Customer Service Training Project Team – TWBA Award Ceremony

Training information was shared with other municipalities and free of charge DVDs of the training module were shared with a number of organizations who wanted to use our eLearning module. The project also received an honourable mention in the category of Innovation Award for Creative Solutions at the Region of Peel's Together We're Better Awards celebration.

In order to fully implement this initiative, a strong consideration was given to sustainability of the training for the long-term, by integrating training requirements into the Region's new hire employee orientation checklist. Additional efforts were also put forth to ensure other Regional policies were reviewed and modified to reflect the impacts of the new Accessibility Corporate Policy - G00-18.

The Region of Peel is proud to say that it achieved compliance with the Regulation 429/07 by January 1, 2010.

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III
2010 Accessibility Plan

2. Accessible Transportation Service Update

The Region of Peel continues to expand and enhance the availability of accessible transportation options for people with disabilities living in Peel Region. In late 2009, the section formerly known as the Accessible Transportation Coordination Office (ATCO), merged with TransHelp to form the new section now known as Accessible Transportation. The section operates under the Public Works Transportation Division. The TransHelp Advisory Committee (TAC) is also changing to the Accessible Transportation Advisory Committee (ATAC) to ensure all new programs and services are reviewed as part of its ongoing mandate.

Under the new group, staff are now collaborating and working towards creating a 'family of services' model of accessible transportation. The model allows for the development and implementation of new leading edge transportation supports and services for residents of Peel with all types of disabilities. The model allows for maximizing the usage of available resources.

Over the past year, various pilot programs have been initiated and are currently being assessed and evaluated for effectiveness. The pilot programs include a Passenger Assistant Program and a Taxi Scrip Program, both of which have been popular and are creating additional options for people who depend on accessible transportation options to participate actively in the community.

Demand for TransHelp service continues to grow at unprecedented levels, creating opportunities to look at improvements and efficiencies as a way of ensuring the service remains sustainable for those needing reliable door to door service now and into the future. With the increasing demand for accessible transit services, Accessible

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan

Transportation will be looking to forge new partnership with various community agencies, including the Local Health Integration Networks (LHIN) serving the Peel communities. The goal will be to develop and deliver effective and client-focused programs and services.

Various initiatives are currently underway to improve TransHelp service even more. These include the following:

1. **Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL)** technology. This will allow for greater flexibility in accommodating same day service requests and last minute schedule changes.
2. **Online Booking System** to allow more flexibility and convenience for clients to book and plan their TransHelp trips.
3. **Complaints/Feedback System** that will streamline the method in which complaints and feedback are recorded, tracked, and resolved. For the client, it will mean feedback will be taken seriously and used to make improvements to the overall service.
4. **New Low Floor Bus Design** is being introduced as part of the TransHelp bus replacement program. The new design will eliminate the need for wheelchair clients to ride on lifts and will provide a much smoother, quieter ride.

Accessible Transportation is committed to ensuring customer satisfaction and the delivery of client-centred programs and services that make a real difference in the lives of those who depend on them. The Region will continue to support and actively participate in social and community events such as the Rick Hansen Wheels in Motion event; Peel Association for Handicapped Adults (PAHA) fundraising

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan

activities; the Peel Children's Water Festival and the Carassauga Cultural Festival, to name a few.

TransHelp received an accessibility award for its progressive policy initiatives related to cross-border transportation for people with disabilities. The award was presented at the Region of Peel's International Day of Persons with Disabilities (IDPD) celebration in December 2009. The award highlights progress made by TransHelp to ensure clients who depend on specialized transit services are able to cross borders to attend employment, education and medical appointments.



AAC 2009 Certificate of Recognition – Accessible Transportation Team

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III
2010 Accessibility Plan

3. Implementation of the AAC Communication Strategy

In the past year, the Region of Peel's Accessibility Planning (AP) Program and Accessibility Advisory Committee (AAC) continued to raise awareness of accessibility issues and barriers through successfully implementing a number of high-impact tactics described in the AAC Communications Strategy. 2009 AP initiatives include:

News releases

Communication Services developed timely news releases to coincide with accessibility planning initiatives. Information from 2009/2010 news releases appeared in local publications and provided Peel residents with information about Regional initiatives to improve accessibility:

- Region of Peel proclaims National Access Awareness Week
- Peel Region approves Universal Accessibility Standards for future social housing developments
- Region of Peel Adopts *2009 Accessibility Plan*
- International Day of Persons with Disabilities helps eliminate barriers in Peel Region

Media relations

Proactive media outreach, including meeting with editors from local publications and follow-up media calls, continue to strengthen relationships with media in order to garner their interest in accessibility issues.

Design and consultation

Public Affairs worked closely with Design and Production to produce professional and easy-to-read publications, including the *2009 Accessibility Plan* and an emergency preparedness brochure that provided readers with information about how to assist persons with disabilities in an emergency.

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan

Conferences and special events

Public Affairs supported an internal, disability education and accessibility awareness event open to all Regional staff in celebration of National Access Awareness Week by co-ordinating event posters, web banners, writing Pathways articles, editing speaking notes and taking photos at the event. The Region of Peel also hosted its sixth annual International Day of Persons with Disabilities event in December 2009, which included insightful speakers, award presentations, informative vendor displays and engaging roundtable discussion. The event received very positive media coverage from Rogers television, Brampton Guardian, Mississauga News, Caledon Enterprise and South Asian Focus.



Accessibility Plan. From left, Madeleine Meilleur, Minister of Community and Social Services for the Province of Ontario, Meenu Sikand, Region of Peel Accessibility Planning Specialist, and William Goursky, Chair, Peel Region Accessibility Advisory Committee looking over a copy of Peel Region's Accessibility Plan at the International Day of Persons with Disabilities Conference held at the Embassy Grand Convention Centre. *Photo by Bryon Johnson*

** Source: Mississauga News, December, 02-09; "*Peel Event Makes Accessibility a Priority*"

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III
2010 Accessibility Plan

4. Peel Children's Water Festival: Accessibility Update

This year, the 2010 Peel Children's Water Festival (PWCF) was held from May 27 to June 2, 2010 at Heart Lake Conservation Area in Brampton. The PCWF is a six-day annual event, which provides environmental education to Peel elementary students from grades two through five during the week, and is open to all Peel residents on Family Fun Day. Using more than 50 hands-on and interactive activities, participants are exposed to important educational messages related to the protection and stewardship of water resources.

The 2010 PCWF event marked the 15th anniversary of the festival, with more than 70,000 Peel students having attended the event since its inception in 1996. The planning and execution of the PCWF is achieved through the collaborative efforts of many external partners along with the Region of Peel's Health Services, Public Works and Planning Services departments. In 2010, the main theme was highlighting the 15 Year Anniversary. A new logo was designed to reflect the water festival's success and history of water-related fun. The festival website was also redesigned for easier navigation and to represent the new logo. A secondary theme was "Wastewater: where does the water go after you use it?"

This year, the festival's organizing committee continued to improve on accessibility elements within the festival planning process and operations. The objective was to implement accessibility initiatives within the various planning stages of the festival in order to achieve an inclusive and accessible event. In order to fulfill this objective, the Region's Accessibility Planning Program Specialist participated on the Festival Steering Committee.

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan

Members of the Region of Peel Accessibility Advisory Committee and Accessibility Planning Staff participated in this year's Family Fun Day and provided information to the Peel residents who visited the accessibility booth. The 2010 Family Fun Day was attended by over 5,300 people.



AAC and APP staff at the PCWF Information Booth at Heartlake Conservation

This year, an accessibility work plan for the PCWF was developed that included five aspects of the festival that were reviewed to improve the accessibility of the event. The steering committee will continue to evaluate the progress and consider these areas to plan for the 2011 PCWF. These areas are; activity scripts; special needs

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan

assistance and services; operations; communications and volunteer recruitment.

1. Activity Scripts

Action 2010: Members of the Accessibility Advisory Committee reviewed selective existing and new activity scripts.

2. Special Needs Assistance and Services

Action 2010: Through the collection of special needs data requested upon registration and from community feedback, results were compiled and examined to determine which services the Region is performing well and which services need to be improved.

Action 2011: Schools who indicated any disability requirements were contacted and were asked to participate in a verbal questionnaire where they evaluated the festival's accessibility and suggested improvement for future years.

3. Operations

Action for 2011: The operations sub-committee will continue to incorporate the feedback received from the community and AAC members in order to improve the accessibility on site and accessibility of the event.

4. Communications

Action for 2010: Communication materials were reviewed to incorporate appropriate accessibility symbols, clear text with more contrast, pictorial information and minimal text where appropriate. Maps were updated to show limited accessibility throughout the site.

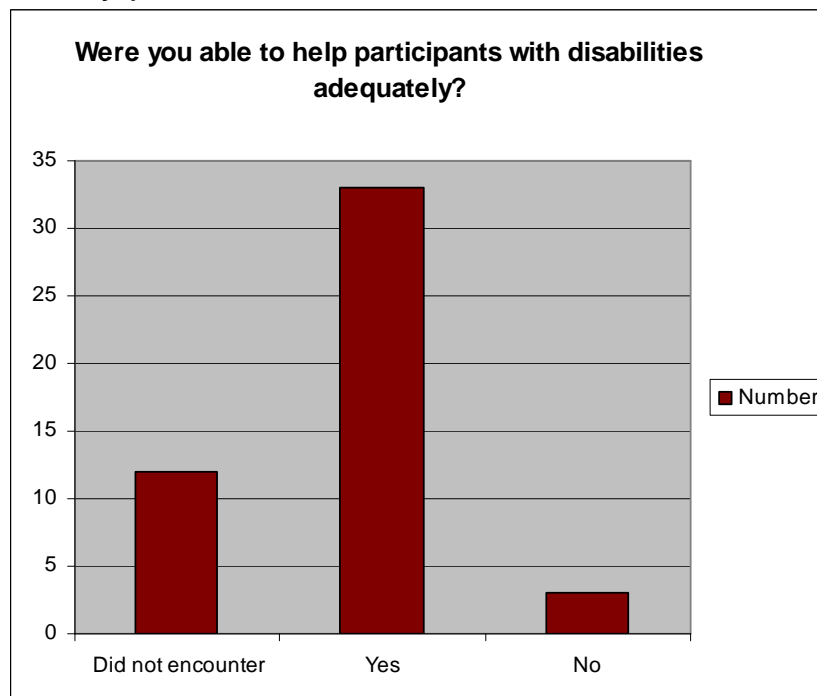
Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III
2010 Accessibility Plan

5. Volunteer Recruitment

Action for 2010: Ensure that messages shared with various groups such as volunteers, participants, schools boards and the community, state clearly that the PCWF is accessible and incorporates volunteer opportunities for everyone, with and without disabilities.

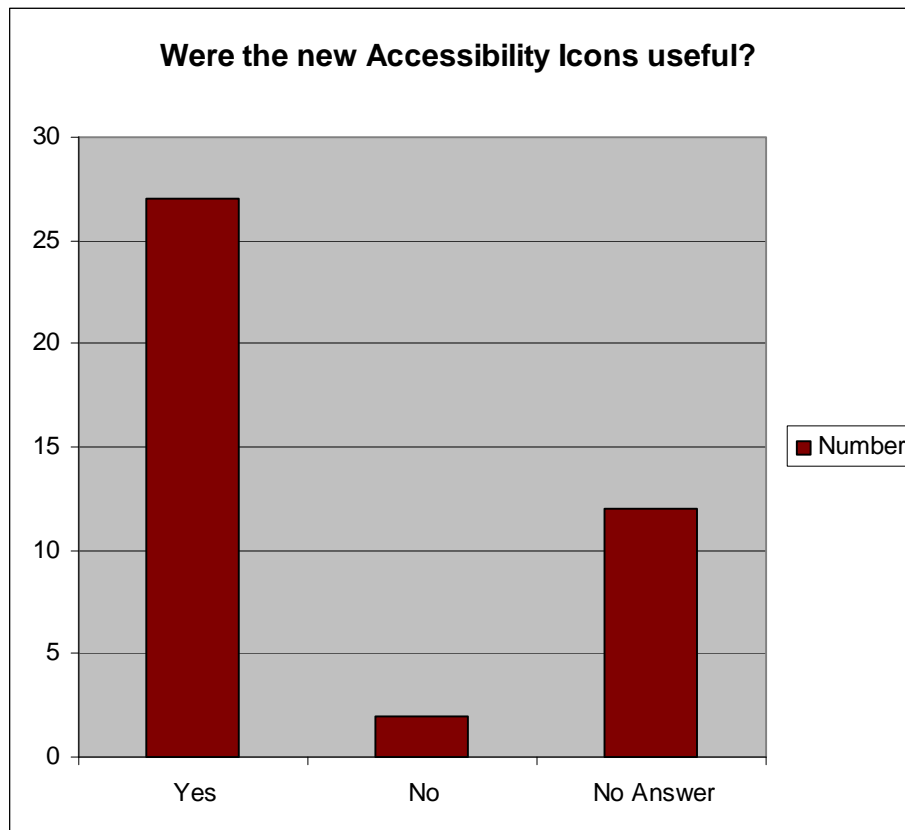
This year, accessibility evaluation questions were added to all surveys that were sent to teachers, volunteers and event participants. Our purpose was to gather feedback from all different groups involved in the event around accessibility of the activities and event location, and to find out about accessibility needs of the students to improve future access. Results received from the accessibility survey were extremely positive.



Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan

69 per cent of the student volunteers who responded to this question said they were able to assist participants with disabilities adequately. One volunteer stated that *“he was able to assist a “colour-blind” child by explaining and describing the contents of the coloured pollution chart.”* Volunteer students were given disability training in their orientation training.



This year, we added an icon describing the different levels of accessibility options available at the event location. 66 per cent of the teachers who responded to the survey found these details helpful in planning for their day.

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III
2010 Accessibility Plan

5. National Access Awareness Week – 2010

The 2010 Region of Peel National Access Awareness Week (NAAW) was commemorated by the Region of Peel Accessibility Advisory Committee (AAC) and the Accessibility Planning Program to raise internal staff awareness about the legal duties and responsibilities under the international laws (United Nation's Convention on the Rights of Persons with Disabilities), national (The Charter, Canadian Human Rights Act) and the provincial accessibility legislations (ODA and AODA).

To celebrate this day, the Region invited a dynamic and internationally renowned guest, Mr. David Shannon, author of the *Six Degrees of Dignity: Disability in an Age of Freedom* to be the key note speaker. David inspired approximately 100 employees who attended the presentation *Finding the Adventure Within*. Additional 50 staff members listened to the presentation through live audio streaming. Members of the AAC, Regional Chair Kolb, Peel Regional Police and many members of the Executive Management Team also attended the event and participated in the Q&A session.

The focus of this internal staff event was to celebrate NAAW week and educate about the recently ratified UN treaty on disability and to discuss Regional obligations under the AODA using a human rights perspective.

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan



David Shannon, Jeff Payne, Naz Husain, Michelle Langham and William Goursky at the 2010 Region of Peel NAAW Event

6. Region of Peel International Day of Persons with Disabilities Event (IDPD)

On December 2, 2009, the Region of Peel celebrated *Positive Images of Disabilities* at the International Day of Persons with Disabilities (IDPD) conference. This full day event was organized to raise awareness about accessibility issues in Peel through insightful speakers and engaging roundtable discussions. The day included an

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan

overview of the Region of Peel's key accessibility initiatives and persons with disabilities in the Peel community were recognized for their achievements. Selected Regional staff members were also recognized for their contributions to improving accessibility of Regional services, programs and facilities. Of note, the Honourable David C. Onley, Lieutenant Governor of Ontario, was also in attendance to accept the Region of Peel's 2009 Accessibility Award. Karlene Nation, CTV Diversity Reporter was the Master of Ceremonies and the Regional Chair and Chief Administrative Officer also provided remarks on behalf of the Region.

This year's annual event was organized as a one day conference and was attended by approximately 250 people. The majority of the participants in attendance were Peel residents with disabilities, disability advocates, accessibility specialists, disability service organizations, various levels of government, members of municipal AACs and special dignitaries.

Overall, the comments received from participants at the event were positive. 69 per cent of those who responded gave an overall rating of "Excellent" and 29 per cent categorized the event as "Good."

The majority of participants benefitted from the opportunity to engage in round table discussions and enjoyed the messages delivered by the key note speakers and information shared by the Regional staff and vendors. Overall, participants rated the event location and conference as inclusive and accessible for various disabilities.

Participants rated accommodations such as ASL, Closed Captioning Service, availability of conference materials in alternate formats and flexible seating arrangements as very high. Free cross-border and local accessible transportation, organized by the Regional Accessible

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan

Planning Office and delivered by our accessible transportation services persons, was well received by event attendees.

The address from the Honourable David C. Onley, Lieutenant Governor of Ontario, keynote speech from Jeff Preston, remarks from Madeleine Meilleur, Minister of Community and Social Services and Michelle Amerie were well received. The event's theme, Positive Images of Disabilities, resonated with the event participants and the media.



2009 AAC Certificate of Recognition – Dundas Street Shelter Project Team

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan

Twelve Information vendor display tables were organized to provide participants with accessibility information, including a display of art showcasing the creative work of student artists with disabilities. Participants enjoyed the variety of information that various vendors brought to share at the conference. Many participants commented that the art exhibition showcased the creative work of visually impaired artists and sent a very positive message about abilities of persons with disabilities.



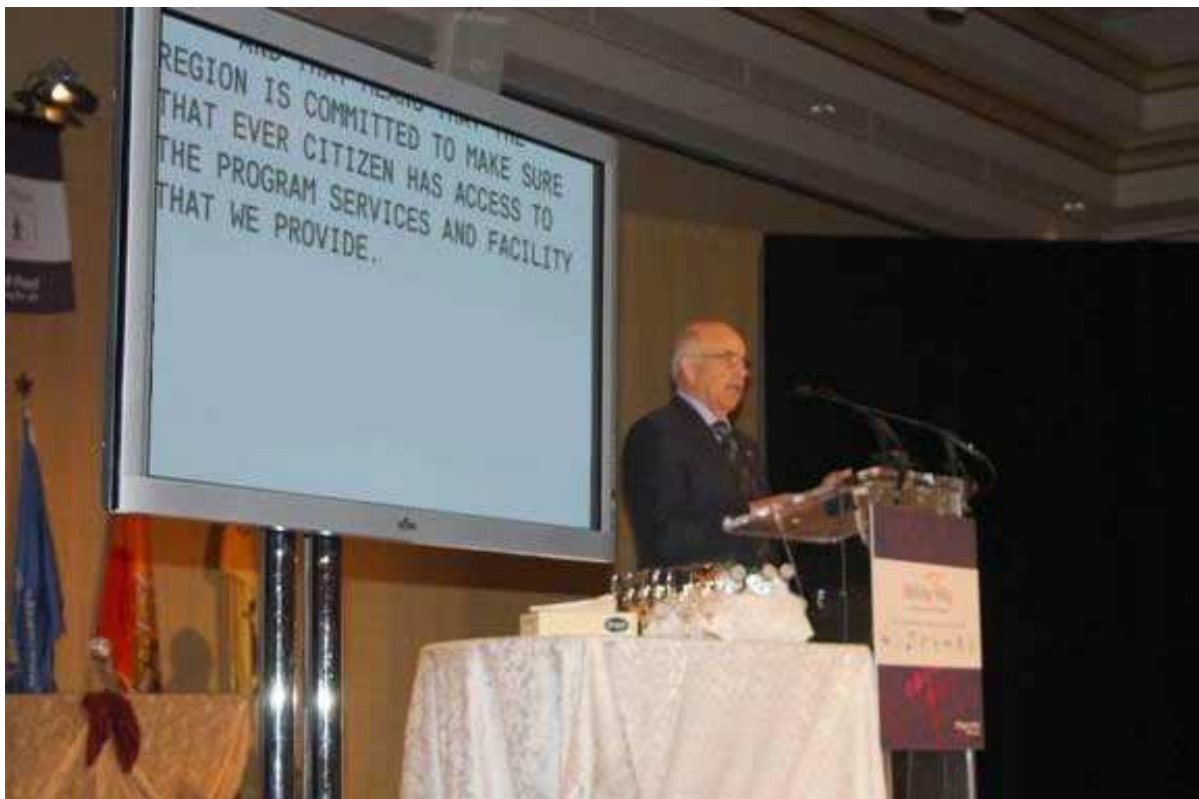
His Honor David C. Onley and Her Honor Ruth Anne Onley in conversation with the student artist from West Credit Secondary School, Mississauga

The Event was successful with many stating that they look forward to attending next year's International Day of Persons with Disabilities celebratory conference.

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan

Post media coverage for the event was much improved this year. Coverage appeared in local newspapers from Brampton, Mississauga, and Caledon as well as South Asian media. Rogers also interviewed the AAC Chair and the Regional Chair Kolb. From the interest shown by the local media and community participants, one can conclude that the AACs objective to educate the media and the public about accessibility issues was successful.



Regional Chair Kolb Delivering Welcome Remarks to Community Participants

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan

7. Inclusive Design – Chapelview Project

Turning Vision into Reality

Incorporating a Universal Accessibility Design Standard (UAS) into the Region's affordable housing buildings is an important step in creating accessible housing options. Chapelview is one of the largest affordable housing projects built in Ontario where the Universal Accessibility Design Standards are incorporated.

Regional Council demonstrated its leadership in this area by creating and approving the design standard on April 2, 2009. These standards provide a greater degree of accessibility, ensuring a more social, economic and inclusive environment, which makes for a more vibrant and healthy community.

The success of Chapelview is the result of an unprecedented partnership between the Government of Canada, the Government of Ontario, the City of Brampton, the Region of Peel and Martinway Contracting Ltd.

Building on the principle of "visitability" the Accessibility Advisory Committee has also made significant contributions towards the accessibility design features of all new regionally owned affordable housing projects. Chapelview is one of the first Region of Peel housing projects to be completed from a long list of other up-and-



Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan

coming affordable housing developments that will also incorporate the same Universal Design Standards.

The Region's newest affordable housing project is proof that it is not just about funding the basics; it is about creating homes that residents can take pride in. Chapelview is a building that goes above and beyond standard requirements.

The Accessibility Advisory Committee is very proud that Chapelview is able to offer a number of accessible and environmentally friendly features. There are four units located on the second floor that are completely barrier-free. Some of the fully barrier-free features include:

Interior Unit View – Chapelview Project

- Lower counters and shelving
- Accessible light switches and outlets
- Wide turning radius to accommodate wheelchairs and roll-in showers
- Audible and strobe fire alarms
- Side-by-side fridge and freezer
- Cook tops and wall ovens



Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III 2010 Accessibility Plan

Interior Unit View – Chapelview Project



Interior Unit View – Chapelview Project

The inclusion of the accessible features in Chapelview means that residents will be able to remain in their suites longer. This reduces the need for more costly or inappropriate housing, allowing for greater independence and dignity for persons of all ages and abilities. Chapelview is not just a building with accessible units. Chapelview allows individuals to positively adapt to their living environment and create an inclusive community to call home regardless of ability.

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III
2010 Accessibility Plan

8. Executive Office: Diversity and Disability Initiative

Diversity Exchange Program: Canada/Belgium

In 2009, Region of Peel Chief Administrative Officer David Szwarc presented Peel's approach to equity and diversity, including disability, at the international workshop on *Equity and Diversity in the Public Service in Brasilia*, Brazil. This year, Peel received a request from a representative of Belgium government to meet and exchange information around Diversity, Duty to Accommodate and Human Resources Procedures and Policies. On June 1, 2010, representatives from the Region of Peel met with the Diversity Manager representing the federal government in Belgium. During this meeting, staff had the opportunity to discuss the development of a benchmark program between Canada and Belgium in terms of diversity management, equal opportunities, HR management, selection and recruitment policies, Accommodation Policies and other related functions with respect to diversity and inclusion. Belgium already has a certain reputation in Europe for its diversity management; however the Belgian representative found great benefits to be realized in the opportunities for information-sharing, learning and growth for both organizations, especially since Belgium keenly perceives Canada to be a pioneer in the field. The federal government of Belgium is currently striving to improve its diversity management and related functions, and is also recognizing the value in exchanging ideas with a highly reputable government such as the Region of Peel.

Highlights of Selected Accessibility Initiatives July 2009 – June 2010

Appendix III
2010 Accessibility Plan

Corporate Initiative: Diversity Strategy Development Project

The Diversity Strategy Development Project officially kicked off in April of 2010 and is well underway. The intent of the project is to deliver a comprehensive diversity strategy to guide the Region of Peel in its commitment to be an employer and service provider who values diversity. The strategy will define the mandate of Diversity; identify strengths, gaps, barriers, and opportunities; set a vision for the future in reference to diversity; and provide a clear action plan for implementing and achieving the strategy.

While there has been a Diversity Program under development within the organization, it has mainly focused on internal awareness building and employee engagement activities. It has been determined that a greater external emphasis is now required. The development of a diversity strategy has been identified as an EMT priority for 2010, and is scheduled to be completed by the end of September.

This project is the development of a comprehensive, measurable multi-year Diversity Strategy that guides the organization and:

- 1) Ensures an equitable work environment (e.g. identification of tools and processes, plan of action to reduce diversity barriers, etc).
- 2) Ensures sensitivity to citizens and customers of diverse backgrounds to maintain/achieve trust and confidence in the services we deliver.
- 3) Fosters an inclusive community by partnering and building community relations (e.g. demonstration of active community support, presence and participation).
- 4) Ensures that employees are engaged and equipped to actively participate in and support changes in the organization to address diversity needs and goals.

APPENDIX IV

Jan Spry, Accessibility Advisory Committee Member and her service dog **Ollie**.



**"To be one, to be united is a great thing.
But to respect the right to be different
is maybe even greater."**

Bono (U2)

Illustration of Emerging Trends

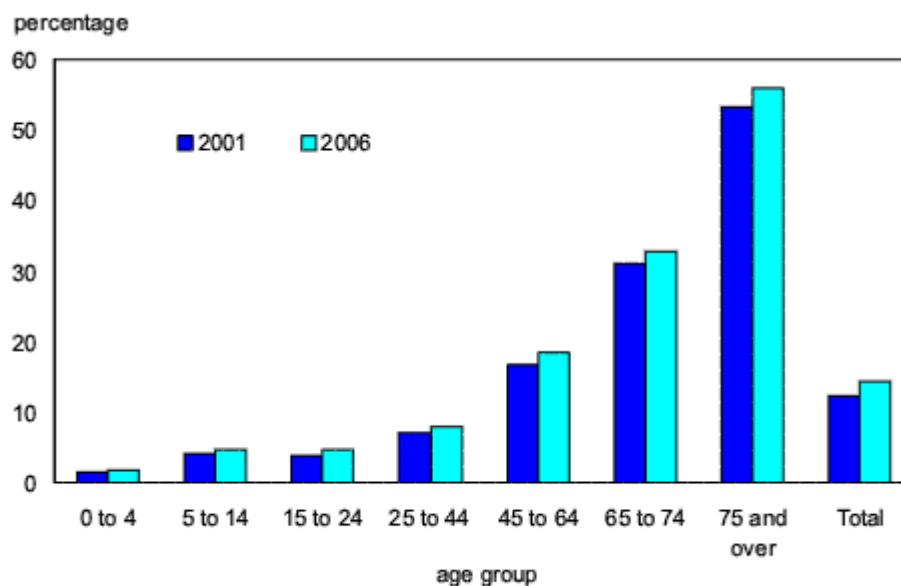
Appendix IV
2010 Accessibility Plan

Participation and Activity Limitation Survey (PALS):

In 2006, an estimated 4.4 million Canadians—one out of every seven in the population—reported having a disability. This is an increase of over three-quarters of a million people in five years.

Data collected from the Participation and Activity Limitation Survey (PALS) in 2001 indicated that 12.4 per cent of the population reported a disability. By 2006, this rate had increased to 14.3 per cent of the population.

Disability rate by age, Canada, 2001 and 2006

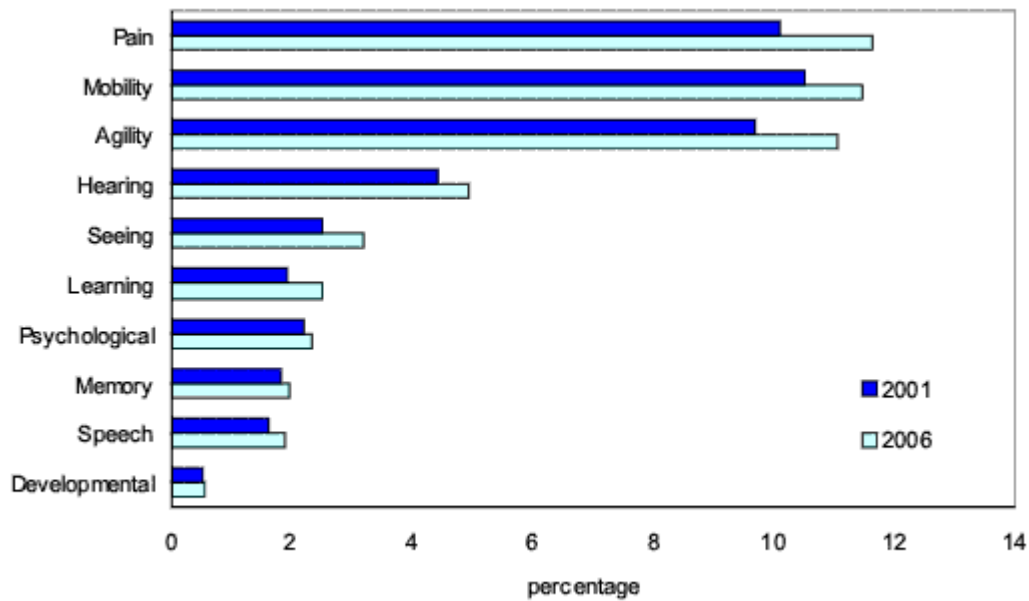


****Source:** Statistics Canada, Participation and Activity Limitation Survey, 2001 and 2006.

Illustration of Emerging Trends

APPENDIX IV 2010 ACCESSIBILITY PLAN

Disability rate by type of disability for persons 15 years of age or older, Canada 2001 and 2006

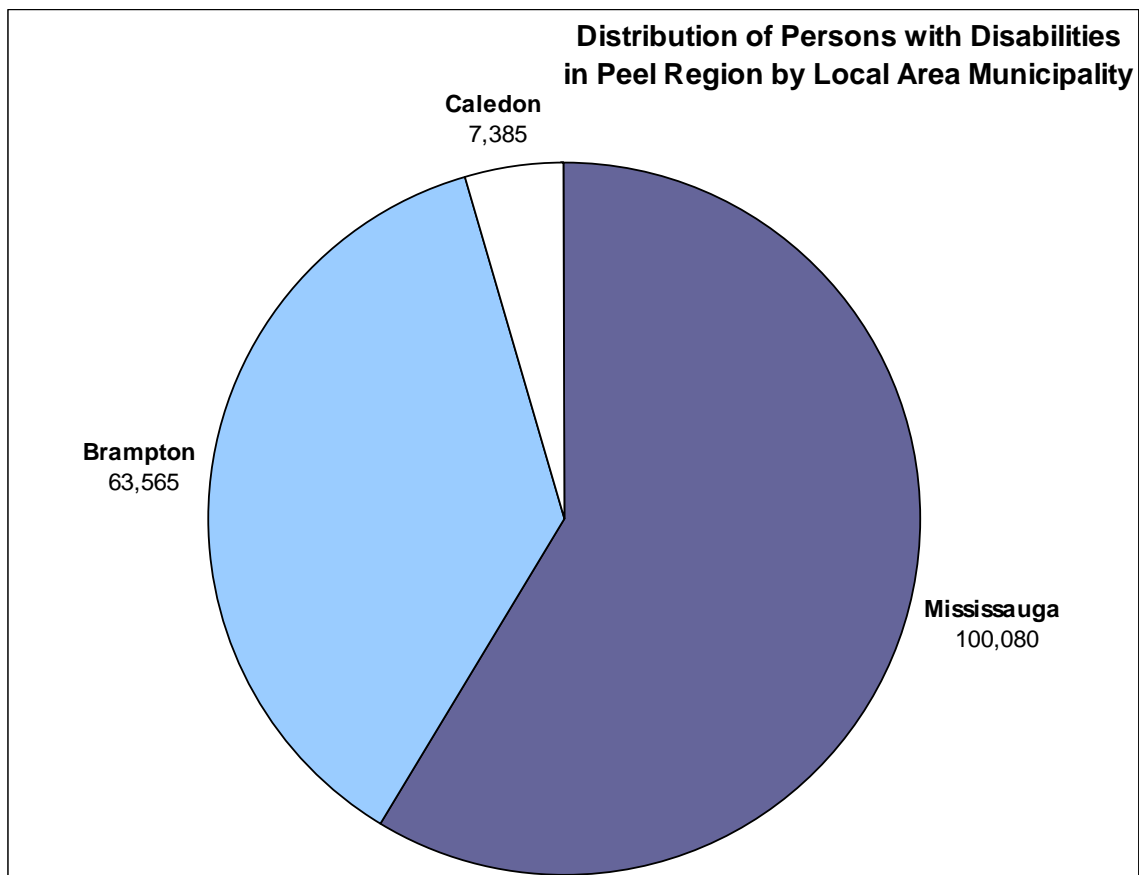


**Source: Statistics Canada, Participation and Activity Limitation Survey, 2001 and 2006.

Illustration of Emerging Trends

APPENDIX IV 2010 ACCESSIBILITY PLAN

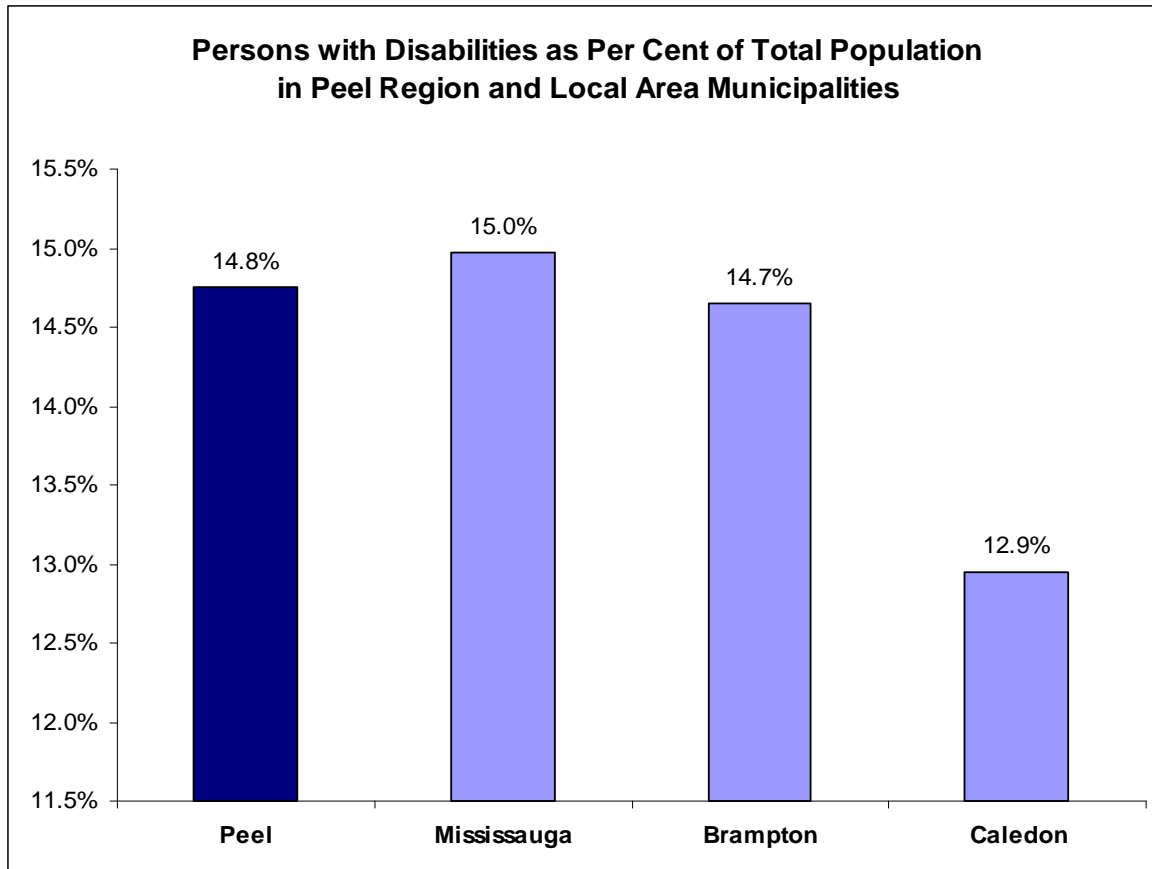
Persons with Disabilities Living in Peel Region:



**Source: Peel Data Center, Statistics Canada, Participation and Activity Limitation Survey 2006.

Illustration of Emerging Trends

APPENDIX IV 2010 ACCESSIBILITY PLAN

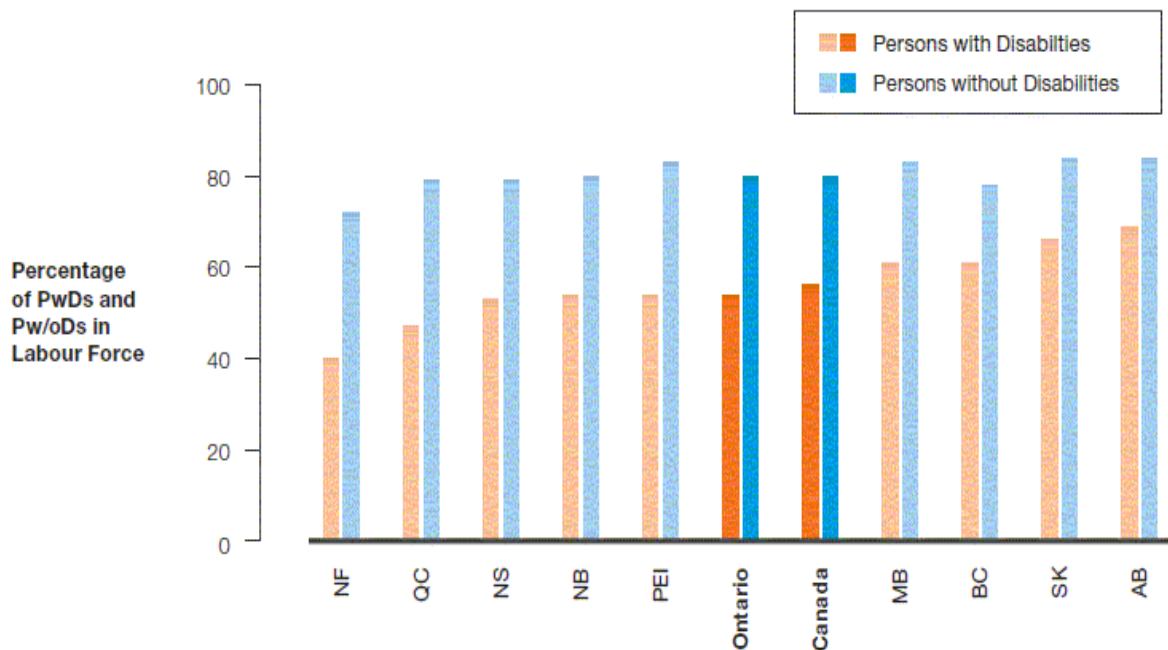


****Source: Peel Data Center, Statistics Canada, Participation and Activity Limitation Survey 2006.**

Illustration of Emerging Trends

APPENDIX IV 2010 ACCESSIBILITY PLAN

According to 2006 PALS survey, in Ontario, only 54 per cent of persons with disabilities were in the labour force in comparison to 80 per cent of those without a disability.



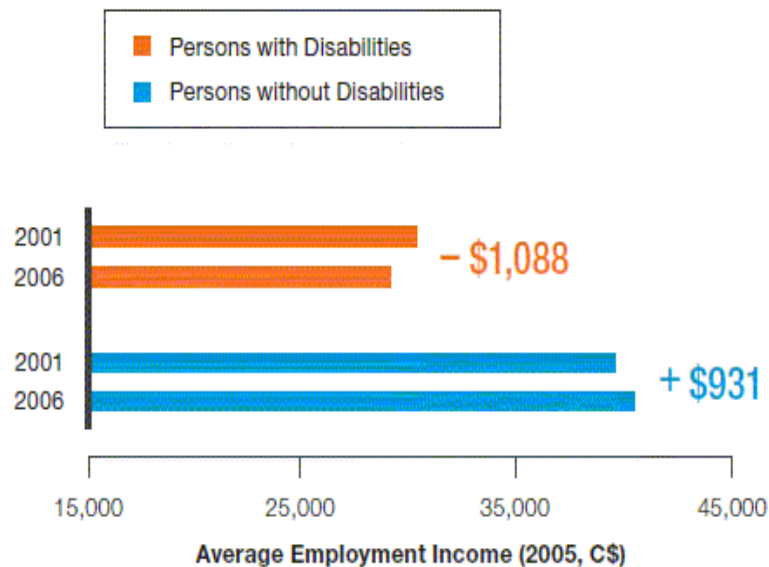
- **PwDs: Persons with Disabilities**
- **Pw/oDs: Persons without Disabilities**

** Source: Statistics Canada. Participation and Activity Limitation Survey, 2006.

Illustration of Emerging Trends

APPENDIX IV 2010 ACCESSIBILITY PLAN

In 2006, Ontarians without a disability earned approximately \$40,500 in employment income, while Ontarians with a disability earned only \$29,000. This income difference between the two groups is approximately 28 per cent.



**Source: Statistics Canada. Participation and Activity Limitation Survey, 2006.

Illustration of Emerging Trends

APPENDIX IV 2010 ACCESSIBILITY PLAN

Benefits of the Increased Accessibility in Ontario

In 2009, the Government of Ontario commissioned a study to investigate the potential economic impact of five AODA standards. The study *Releasing Constraints: Projecting the Economic Impacts of Increased Accessibility in Ontario* has concluded that the demand for accessible goods, services, buildings, and employment is not only high but growing, and will overtake the demand for their conventional counterparts. A notable area of the study finding is determining the economic impact of increased employment accessibility for Ontarians with disabilities, which will lead to an increase in the average income of all Ontarians and to a significant reduction in the money spent by the government to provide income support through the Ontario Disability Support Program (ODSP).

With an aging population in Ontario, many studies are predicting a labour shortage and a rise in demand for additional workers in the future. Some of these shortages can be filled by persons with disabilities, if the supports mandated by the proposed AODA standards are implemented successfully.

If AODA employment standards are effectively implemented and the standard result is a 2 per cent increase in the employment numbers

Illustration of Emerging Trends

APPENDIX IV 2010 ACCESSIBILITY PLAN

of persons with disabilities (from 50 to 52 persons) the employment income in Ontario will change by \$359 million. At the same time, it would decrease the Ontario Disability Support Program (ODSP) payments made by the Government of Ontario by \$151 million. This calculation is based on the minimum ODSP payment, including a basic needs allowance of \$566.00 and shelter allowance of \$454.00 per month.

According to the study, with a 2 per cent increase in the employment rates of persons with disabilities, the combined economic benefit to Ontario from the increase in employment income and decrease in ODSP payments would be approximately \$510 million. Using this case scenario, the increase in employment income will result in an increased GDP by \$4.1 billion. Therefore, the increase in Gross Domestic Product (GDP) per capita across Ontario would be \$49.

With the introduction and successful implementation of AODA standards one can hope that it may reduce the inequality and increase income levels of employment for persons with disabilities¹ and will benefit all Ontarians. The effectiveness of the standards

¹ There are multiple reasons and barriers that could place people with disabilities in lower income quintiles. The reasons for this disadvantage are complex. For a detailed explanation, please refer to page 9 of the study.

Illustration of Emerging Trends

APPENDIX IV 2010 ACCESSIBILITY PLAN

development and their implementation are a key success factor for projections and estimates outlined in the study. The study assumes that all standards will be well designed and widely adopted by all AODA sectors and will result in a marked increase in employment and education. It does not anticipate that the standards will remove the need for targeted disability needs by the Ontarians with disabilities.

The following examples will illustrate the scenarios that researchers used in calculating the total benefit to the Ontario economy if there is an increase in the employment participation of persons with disabilities in Ontario as a result of effective AODA implementation.

Scenario 1: 2 per cent increase in employment numbers (an additional 12,316 individuals employed) According to scenario 1, across Ontario, GDP per capita will increase \$49.

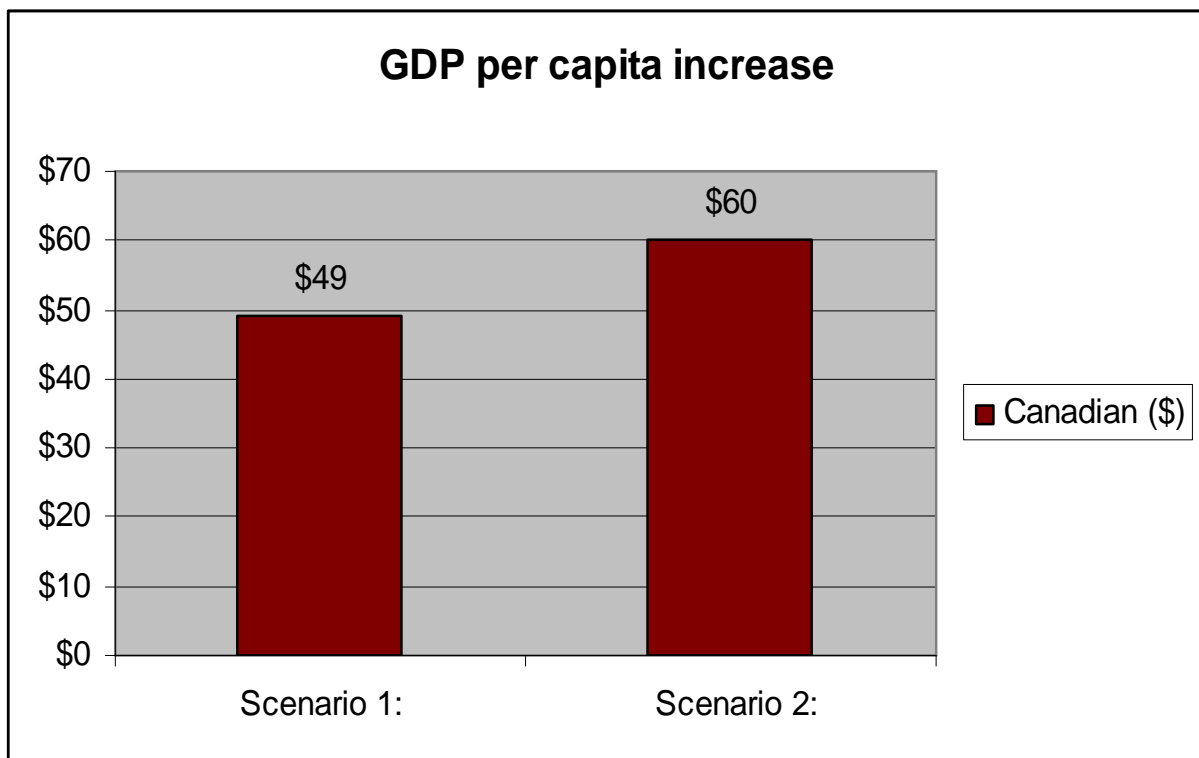
Scenario 2: Assuming that with successful implementation of the AODA standards, an additional 14,160 individuals, who previously were unable to work due to lack of accommodations, would now be able to find work. This number represents those individuals who reported that with proper workplace accommodations they are able to

Illustration of Emerging Trends

APPENDIX IV 2010 ACCESSIBILITY PLAN

work despite having a disability (PALS 2006). According to scenario 2, across Ontario, GDP per capita will increase \$60.

Impact on Ontario's economy:
Increase in GDP per capita due to higher participation of persons with disabilities (using wages and GDP relationship) (C\$)



Scenario 1: 2 % increase in employee numbers (12,316 individuals employed)
Scenario 2: All work accommodations met (14,160 individuals employed)

** Source: Institute for Competitiveness & Prosperity analysis based on the data from Statistics Canada, Participation and Activity Limitation Survey (PALS), 2006.

APPENDIX V

The Accessibility Planning Program co-ordinates implementation and development of the annual Accessibility Plan as well as providing support to the Accessibility Advisory Committee, and all Regional departments in assessing and ensuring that services, programs, projects, and policy initiatives address the accessibility needs of citizens, customers, and employees with disabilities.



“... be the change you want to see in the world...”

Mahatma Gandhi

Accessibility for Ontarians with Disabilities Act, 2005 and Accessibility Standards

Appendix V
2010 Accessibility Plan

On June 13, 2005, the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* sometimes referred to as Bill 118, received Royal Assent. The Act requires businesses and organizations that provide goods and services to people in Ontario to meet accessibility standards in five areas:

- Customer Service
- Transportation
- Information and Communications
- Built Environment
- Employment

The AODA was passed by the Ontario Legislature with the goal of creating accessibility standards to improve accessibility across the province by 2025.

What is an Accessibility Standard?

An accessibility standard is a rule that persons and organizations are required to follow, in order to identify, remove and prevent barriers. By definition, a standard is an agreed way of doing something. It may be voluntary or regulated by law, and it can be local or broader in scope.

Current Status of Accessibility Standards (July 28/10)

The first standard to be implemented under the Act - Accessible Customer Service - is already in place for the broader public sector. By January 1, 2012, Ontario businesses will also have to meet the standard. The Accessible Customer Service Standard is also known as Ontario Regulation 429/07.

Accessibility for Ontarians with Disabilities Act, 2005 and Accessibility Standards

Appendix V
2010 Accessibility Plan

The province is currently developing four more accessibility standards: for **information and communications, employment, transportation**, and the **built environment**. The first three of these standards will be integrated into a single regulation, making them more flexible for businesses. The built environment standard is expected to be combined or closely aligned with the Ontario Building Code.

The government action to integrate three standards is in response to the key recommendations that were submitted by Mr. Charles Beer, who was appointed by the Government of Ontario, as an independent reviewer to review the progress of the AODA.

After extensive public consultations, Charles Beer prepared and presented his report titled *Charting a Path Forward: Report of the Independent Review of the Accessibility for Ontarians with Disabilities Act, 2005* to the Minister. This report highlighted a number of critical areas of concern and recommended the following:

1. The government must take immediate steps to harmonize the accessibility standards prior to releasing the remaining proposed standards as regulations.
2. To raise the profile of accessibility and support the transformational change that is needed both inside and outside government, therefore,
 - a. The Minister of Community and Social Services should be formally designated as Minister Responsible for Accessibility.
 - b. The role of the Accessibility Directorate of Ontario (ADO) should be strengthened by elevating the role of the assistant deputy minister to deputy minister to provide

Accessibility for Ontarians with Disabilities Act, 2005 and Accessibility Standards

Appendix V
2010 Accessibility Plan

stronger leadership and accountability for the implementation of the *AODA*, and by focusing the ADO on renewed priorities including a public awareness and education campaign to support the *AODA*.

3. The *AODA* be amended to establish an arm's-length advisory body — the Ontario Accessibility Standards Board — to review and develop accessibility standards — replacing the standards development committee process.

The Beer report recommended the following strategy for the government to repeal the *Ontarians with Disabilities Act, 2001*:

- Repeal the *ODA* once all of the accessibility standards are in regulation; repeal the *ODA* as a whole and not in stages;
- Undertake an assessment to determine which, if any, provisions of the *ODA* are not covered by the *AODA* legislative and regulatory framework and therefore may need to be incorporated, including the requirements on the provincial government;
- After consultations, incorporate the planning framework under the *ODA* into the *AODA*, with necessary modifications;
- Implement a transitional guideline to integrate and streamline the planning requirements under the *ODA* and the reporting requirements under the *AODA*, and;
- Preserve the consequential amendments made by the *ODA* to other legislation, if necessary.

Mr. Beer's report commended the Municipal Accessibility Advisory Committees (AAC) for advising accessibility planning for

Accessibility for Ontarians with Disabilities Act, 2005 and Accessibility Standards

Appendix V
2010 Accessibility Plan

municipalities across Ontario, since the inception of the *ODA* (2001) and recommended the following:

- Municipalities continue to have Municipal AACs as advisory bodies to municipalities;
- Municipalities ensure that their Accessibility Advisory Committees are appropriately utilized and seen as important resources in making communities more accessible;
- In cooperation with stakeholders, the ADO continue to develop timely, regional forums to support Municipal AACs and municipalities in carrying out their responsibilities under the *AODA*;
- The ADO develops mechanisms for the sharing of best practices, in cooperation with stakeholders and;
- Municipal AACs play a role in bringing together other advisory and informal organizations in their communities that are assisting the obligated sectors to comply with the *AODA*.

At the time of writing this report, these recommendations were under consideration by the Government of Ontario.

Accessibility for Ontarians with Disabilities Act, 2005 and Accessibility Standards

Appendix V
2010 Accessibility Plan

Did you know?

- AODA standards could help Ontario become a destination of choice for tourists with disabilities, which would generate \$1.5 billion in new spending and grow the tourism sector between two and seven per cent.
- AODA standards could generate an increase in total retail sales of between \$3.8 and \$9.6 billion.
- Canadians with disabilities spend \$25 billion every year and influence the spending decisions of 12 to 15 million other consumers.
- More than 1.85 million Ontarians have a disability and this number is quickly rising as the population ages.
- By 2017, for the first time, Ontarians aged 65 and over will account for a larger share of the population than children aged 0-14.

**** Above information was obtained from the Ministry of Community and Social Services website.**

APPENDIX VI

On May 31, in celebration of National Access Awareness Week, guest speaker **David Shannon**, author of *Six Degrees of Dignity*, inspired staff to “Find the Adventure Within” and offered his personal, legal and academic perspectives on the issues of advocacy, equality, rights and dignity for everyone.



“It is a fine thing to have ability, but the ability to discover ability in others is the true test.”

Lou Holtz (former NCAA football and NFL head coach)

Glossary of Terms

Appendix VI
2010 Accessibility Plan

Term	Definition
AAC	Region of Peel Accessibility Advisory Committee
Accessibility Planning Program	Region of Peel Program, which is responsible for <ul style="list-style-type: none"> ▪ Supporting and coordinating activities of the AAC, ▪ Preparing and publishing annual Accessibility Plans(s) using the information submitted by Regional departments, ▪ Monitoring the progress of Regional Accessibility Initiatives with the support of Accessibility Advisory Committee, ▪ Ensuring that Regional Services, programs and facilities are and continue to become more accessible for persons with disabilities
Accessible Customer Service Standards	Ontario's first Accessibility Standard, the customer service standard also known as Regulation 429/07, which came into effect on January 1, 2008.
Accessibility Standard	A rule that persons or organizations in Ontario must follow to identify, remove and prevent barriers.
Accessibility Steering Committee	Region of Peel staff committee comprised of key departmental and Accessibility Planning Program staff
ADO	Accessibility Directorate of Ontario
AODA	AODA stands for the <i>Accessibility for Ontarians with Disabilities Act</i> , 2005. It is built on the principle that persons with disabilities should have the same opportunities to access goods and services
Assistive Devices	Devices that people may bring with them or that are already on the premises and are used to assist persons with disabilities in carrying out activities or in accessing the services provided
ATCO	Region of Peel Accessible Transportation Coordination Office

Glossary of Terms

Appendix VI
2010 Accessibility Plan

Term	Definition
Barrier	<p>A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communicational barrier, an attitudinal barrier, a technological barrier, a policy or a practice. Barriers can be:</p> <p>Physical:</p> <ul style="list-style-type: none"> • A door that cannot be opened by a person with limited mobility and strength <p>Architectural:</p> <ul style="list-style-type: none"> • An entrance door that is too narrow or has a step as an obstacle for a wheelchair or scooter. <p>Informational:</p> <ul style="list-style-type: none"> • Reliance on printed media/typefaces that are too small to be read by a person with low vision (i.e. forms) <p>Communicational:</p> <ul style="list-style-type: none"> • Lack of TTY access at municipal offices/libraries <p>Attitudinal:</p> <ul style="list-style-type: none"> • An employee who ignores a customer in a wheelchair or addresses the companion/interpreter only <p>Technological:</p> <ul style="list-style-type: none"> • Unavailability of improperly designed computer/internet workstation at libraries and lack of aids (finger-guard) • Website accessibility <p>Policy/Practice:</p> <ul style="list-style-type: none"> • Lack of accessibility consideration in policy development
Citizen	Includes people who live and/or work in Peel, direct recipients of our services, our clients, ratepayers and businesses
Citizen-focused	Brings the voice of our citizens into the organization to help us understand and respond to their needs and expectations given available resources and Council policy decisions
Clients or Customers	Includes people who receive products and services that the Region delivers

Glossary of Terms

Appendix VI
2010 Accessibility Plan

Term	Definition
Community	Reflects the physical area within Peel and the groups who live and/or work within it
Development	Includes both existing and new construction of buildings, property and infrastructure
Disability	<p>The <i>Ontario Disability Act</i> adopts the broad definition for disability that is set out in the <i>Ontario Human Rights Code</i>. Disability is:</p> <p>“any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;</p> <ul style="list-style-type: none"> ▪ a condition of mental impairment or a developmental disability; ▪ a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; ▪ a mental disorder; or ▪ an injury or disability for which benefits were claimed or received under the insurance plan established under the <i>Workplace Safety and Insurance Act, 1997</i>.
Dignity	Service is provided in a respectful manner consistent with the needs of the individual
Diversity	Refers to a broad range of attributes including, but not limited to, social, economic, racial, cultural, disability, geographic and religious
Equality of Outcome	Outcome or end result of a service is the same for persons with disabilities as for persons without disabilities

Glossary of Terms

Appendix VI
2010 Accessibility Plan

Term	Definition
GDP, Gross Domestic Product	The total market value of all goods and services produced within a nation and its borders during a certain time or period. (An economic measure).
Independence	Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.
Integrated	Services allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers.
Liveable Region	Refers to a community that is safe, environmentally healthy, inclusive and provides choice and access for all people
ODA	<i>Ontarians with a Disability Act, 2001</i>
Partners	Individuals or groups associated with one another in carrying on a business or providing services with shared risks or benefits
Peel Region	Refers to the Corporation of the Regional Municipality of Peel
Region	A reference to the Region is a reference to its geographical area or to the municipal corporation, as the context requires
Regional Values	The Region's essential and enduring characteristics for workplace behavior
Responsive	Services are delivered in a timely manner, considering the nature of the service and the accommodation required. For example, if needed, alternate formats must be provided by a specific deadline.
Sensitive	Service is provided in a manner that is respectful to an individual's needs.

Glossary of Terms

Appendix VI
2010 Accessibility Plan

Term	Definition
Service Animals	An animal trained specially to assist an individual with a disability. Any animal where it is readily apparent that the animal is used by the person for reasons relating to his or her disability and if the person provides a letter from a physician or nurse or other government issued certification confirming that the person requires the animal for reasons relating to the disability
Stakeholders	Includes people who have some special interest in the products and services we deliver. They will, or might be, particularly affected by the way we deliver the service but are not simply clients or customers
Strategic Actions	The ways in which the Region will work to reach its accessibility objectives (the how)
Strategic Planning Process	The Region's corporate planning process that guides Council and staff in addressing the changing needs of people who live and work in Peel
Support Persons	Those who accompany a person with a disability to help them with communication, mobility, personal care, medical needs or with access to goods or services
Suppliers	Individuals or groups that provide products and services (external to the Region). Suppliers can be an organization, company or person who is not an employee that provides input, material or indirect service for which compensation is received
Success Indicators	Measures identified to demonstrate achievements
Sustainable	Using resources today in a way that ensures they will be there tomorrow
TransHelp	A transportation service for persons residing in the Regional Municipality of Peel who regularly use a wheelchair due to functional mobility problems, or are physically unable to board public transit vehicles

APPENDIX VII

June 6 was proclaimed National Access Awareness Week by Regional Council. Over 100 employees, members of the Accessibility Advisory Committee and the Executive Management Team attended a Regional event that raised internal staff awareness about the legal duties and responsibilities under the international laws (United Nation's Convention on the Rights of Persons with Disabilities), national (The Charter, Canadian Human Rights Act) and the provincial accessibility legislations (*ODA* and *AODA*).



COMMENT FORM

Regional Municipality of Peel 2010 Accessibility Plan

Please complete this form and provide us with your comments about the 2010 Accessibility Plan and Region of Peel services.

1. Does the Plan convey the information that you would like to know?

Yes ☐

Somewhat ☐

No ☐

If no, please provide comments for improvement:

2. Which sections of the Plan were of interest to you?

(Check as many boxes as you want)

Introduction ☐

Accessibility Program Overview ☐

Appendix I – Corporate Projects ☐

Appendix II – Accessibility Accomplishments ☐

Appendix III – Highlights of Selected Initiatives ☐

Appendix IV – Illustration of Emerging Trends ☐

Appendix V – AODA and Accessibility Standards ☐

Appendix VI – Glossary of Terms ☐

3. Is the format of the Plan easy to read?

Yes ☐

Somewhat ☐

No ☐

If no, please provide comments for improvement:

4. Is the language used in the *Plan* easy to understand?

Yes ☐

Somewhat ☐

No ☐

If no, please provide comments for future improvements:

5. From your perspective, please prioritize the key issues that affect people with disabilities in Peel. (1 = highest priority and 5 = lowest priority)

	1	2	3	4	5
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitudes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of Awareness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: _____

6. Have you noticed any change in the accessibility of Regional services and programs?

Improved ☐ Unchanged ☐ Not Improved ☐

If no, please provide comments for improvement:

If you would like more information about the Region of Peel's Accessibility Plan, the Accessibility Planning Program, or the Accessibility Advisory Committee, or would like a presentation at your event, please send a request to zzg-aac@peelregion.ca.

Thank you for taking the time to complete this form.

Please return your completed Comment Form in either of the following ways:

Mail: Meenu Sikand
 Region of Peel,
 Accessibility Planning Program
 10 Peel Centre Drive, 5th Floor
 Brampton, Ontario
 L6T 4B9
Fax: (905) 791-3990
Online: www.peelregion.ca/accessibility

Visit peelregion.ca/accessibility to provide additional feedback or to learn more about upcoming accessibility events, programs and services.

2010

Region of Peel

Accessibility Planning Program staff



Norma Trim
Chief Financial Officer
and Commissioner of
Corporate Services



Carol Reid
Regional Clerk
and Director of
Clerk's Division



Jeff Payne
Manager
Regulatory Compliance



Meenu Sikand
Accessibility
Planning Specialist

Mandate

The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

Objectives

- 1** To build the capacity of all staff to be aware of, and sensitive to, accessibility issues and barriers, and to support efforts to improve accessibility;
- 2** To develop and strengthen organizational processes that will support accessibility;
- 3** To review and develop policies to ensure prevention and removal of accessibility barriers;
- 4** To build public awareness and advocate for accessibility of programs and services.



The Region of Peel and Accessibility Advisory Committee were honoured with an award for outstanding contributions in the area of accessibility by the Human Endeavour and Punjabi Community Health Centre. Receiving the award is AAC Chair William Goursky (L) and Regional Chair Emil Kolb (R).



See the Accessibility Plan online at www.peelregion.ca

This publication is available in multiple formats.

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